

SCHEDULE 1

POSITION DESCRIPTION

Position Title:	Customer Service Officer	Agreed by employee:	
Department Sections:	Terminal Operations	Approved by employee manager:	
Division:	Regional Airports	Approved by MHR:	
Location:	Gurney Airport, Alotau Milne Bay Province	Position Band:	
Reports to :	Team Leader Terminal Operations	Date Prepared:	1-Jun-26
Direct Reports :	Nil	Evaluation Date:	

POSITION SUMMARY;

The Customer Service Officer is responsible for delivering high-quality customer service and ensuring airport terminal facilities, systems, and services are maintained in a safe, secure, clean, and operational condition. The role supports efficient passenger processing and contributes to a positive travel experience for all airport users.

KEY FUNCTIONS AND RESPONSIBILITIES:

Customer Service and Passenger Experience

- Provide professional customer service and assistance to passengers and airport users. Assist with passenger way-finding, queue management, information services, and customer enquiries.
- Monitor passenger services including check-in areas, departure gates, arrival halls, information desks, Wi-Fi services, and customer satisfaction surveys.

Terminal Operations and Facility Management

- Monitor terminal facilities to ensure they are clean, safe, operational, and fit for passenger use.
- Conduct routine inspections of terminal facilities, signage, safety equipment, passenger trolleys, and operational systems.
- Ensure Flight Information Display Systems, Common Use Passenger Processing Systems, and other passenger processing systems are functioning effectively.
- Report any facility defects, damages, equipment failures, incidents, or service disruptions for corrective action.

Contractor and Service Provider Oversight

- Monitor the attendance and performance of cleaning contractors and restroom attendants.
- Ensure contracted cleaning services are delivered in accordance with agreed standards and contractual requirements.
- Liaise with contractors and service providers to address operational issues and maintain service quality.

Safety, Security and Emergency Response

- Comply with all NAC safety, security, environmental, and operational policies, procedures, and standards.

- Promote a safe working environment and immediately report hazards, incidents, and security concerns.
- Assist during emergencies and operational disruptions in accordance with approved emergency procedures and management directives.

Administration and Team Support

- Assist with administrative duties including filing, photocopying, document preparation, and record management.
- Support other business units with administrative and operational tasks as directed.
- Perform any other duties as assigned by the Team Leader Terminal Operations or Airport Operations Manager.

ESSENTIAL REQUIREMENTS:

- Must have completed Grade 12
- Minimum 2 years of job-related experience required
- Experience with office management software - MS Office (Excel, Word, PowerPoint, Email or MS Outlook and others as needed)
- Well-developed inter personal team oriented skills.
- Fluent in English language, both written and oral
- Flexible for working shift, including weekends and public holidays.