

## SCHEDULE 1

### POSITION DESCRIPTION

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

#### **POSITION SUMMARY:**

The Terminal Attendant is responsible for providing janitorial, housekeeping, and basic customer support services to ensure airport terminal facilities, offices, and public areas are maintained in a clean, safe, hygienic, and presentable condition. The role supports the day-to-day operation of the airport by delivering quality cleaning services, maintaining facility standards, assisting with customer enquiries, and contributing to a safe and comfortable environment for passengers, staff, and visitors.

#### **KEY FUNCTIONS AND RESPONSIBILITIES:**

- Maintain cleanliness and hygiene of airport terminal facilities, offices, conference rooms, kitchens, restrooms, and surrounding areas.
- Sweep, vacuum, mop, scrub, sanitize, polish, and clean floors, walls, windows, furniture, fixtures, and equipment as required.
- Collect, remove, and dispose of rubbish and waste materials in accordance with approved procedures.
- Ensure adequate stocks of cleaning supplies and submit requests for detergents, equipment, and consumables when required.
- Report maintenance defects, damaged equipment, safety hazards, or areas requiring repair attention.
- Maintain a professional, courteous, and customer-focused approach when dealing with passengers, staff, contractors, and visitors.
- Respond promptly to requests relating to terminal upkeep and cleanliness.
- Perform any other duties assigned by the Customer Service Officer, Team Leader Terminal Operations, or Airport Management.

#### **ESSENTIAL REQUIREMENTS:**

- Grade 10 Certificate or higher.
- Minimum three (3) years' experience in cleaning, housekeeping, office support, facilities maintenance, or a similar role.
- Basic knowledge of cleaning methods, equipment, and safe handling of cleaning chemicals.
- Good communication and interpersonal skills with a customer service focus.
- Reliable, dependable, physically fit, and able to undertake manual cleaning and housekeeping duties.

