

Position Description

Cabin Cleaning Officer

Position Title:	Cabin Cleaning Officer	Reports to:	Team Leader
Division:	Ground Handling	Level:	ATWS - Level 2
Role Overview:	As the 'face of the company' to clients and passengers, this role is responsible for delivering Cabin Cleaning services on behalf of Star Aviation to Airline customers.		
Key Responsibilities:	<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ Deliver Cabin Cleaning services on behalf of Star Aviation customers in accordance with the Airlines procedures under the direction of a Team Leader <ul style="list-style-type: none"> • Cleaning the aircraft interior, including but not limited to seats, sidewalls, ceiling panels, carpet, galleys and cabin lavatories • waste removal • linen change ▪ Ensure compliance and safety regulations are met to the highest standard at all times and Meeting the On Time Performance of the aircraft ▪ Represent both the Airline and Star to the highest-level ensuring customer satisfaction ▪ Work either alone or as part of a team ▪ Actively participate in undertaking duties in a safe, professional manner ▪ Ensure at all times you act in accordance with Star's guidelines and procedures <p>Management of GSE</p> <ul style="list-style-type: none"> ▪ Ensure the safe and secure operation of all equipment ▪ Report equipment malfunction to the Team Leader ▪ Where qualified, operate Ground Service equipment (GSE) in accordance with correct procedures 		
Qualifications and Experience:	<ul style="list-style-type: none"> ▪ A valid driver licence ▪ A valid Aviation Security Identification Card (ASIC) ▪ A valid authority to Drive Airside Card (ADA) – desirable 		
Competencies and Skills:	<ul style="list-style-type: none"> ▪ Competent in the operational requirements of Cabin Cleaning ▪ Physically fit and able to perform lifting and bending ▪ Understanding of the aviation industry ▪ Excellent organisation and time management skills ▪ Working in a high-pressure environment and to strict timelines ▪ Customer focus to deliver exceptional service ▪ Ability to adapt to changing priorities and situations ▪ Able to work well in a fast-paced team environment ▪ Awareness of EEO, Anti-Discrimination and Harassment legislation ▪ Health and Safety Training ▪ Manual Handling procedures ▪ Capable of Incident Report writing, in plain and clear English 		

	<ul style="list-style-type: none">▪ Basic skills for Microsoft Office Suite
Behavioural Attributes:	<ul style="list-style-type: none">▪ Reliable and punctual▪ Positive, proactive and able to work with minimal supervision▪ Flexible in dealing with change▪ Solutions focused▪ Calm under pressure

