

## Position Description

<b>Position:</b>	Administration Cadet	<b>Position no.:</b>	TR01
<b>Department:</b>	Cabin Crew		
<b>Reports to:</b>	Leader Cabin Crew		
<b>Supervises:</b>	Nil		
<b>Engagement:</b>	Full Time (12 months traineeship)		
<b>Level:</b>	Training Wage Level A – General Retail Industry Award 2010		
<b>Version control:</b>	Version 1 (V1) – Revised 15 September, 2014		

### Organisational values and behaviours

#### WE ARE UNIQUE

Be open to new ideas and opportunities, challenge accepted practices and seek out better ways of doing things.

#### WE ARE FLEXIBLE

Operate as an effective team member by working together positively to achieve efficiency and support other team members in overcoming problems and developing solutions.

#### WE ARE CONNECTED

Be professional, polite and courteous in all methods of communication. Display honesty, sincerity and respect when communicating internally and with external clients.

#### WE ARE EXPERTS

Be knowledgeable in all aspects of job role; display integrity by being honest and trustworthy, transparent and accountable for own actions and decisions.

#### WE ARE RESPONSIBLE

Work in accordance with the all relevant legislation and workplace policies and procedures relating to the employment contract.

## Position statement

This position is a 12-month traineeship based on 38 hours per week of which 20% of hours (7.6 hours) are a dedicated approved training program. There is no continuing employment at the end of the 12-month traineeship.

The role of the Administration Cadet is to learn to provide day-to-day general administration support to members of the Cabin Crew.

## Responsibilities

To assist Administration Officers with the following duties:

### ADMINISTRATION

- Assist with a range of administration tasks including:
  - destination
  - coordinating equipment and resource orders
  - distributing mail
  - receipting items
  - preparing agendas
  - coordinating presentation materials
  - photocopying
  - meeting room preparation.

### CUSTOMER SERVICE

- Keep administration officers informed of work progress.
- Advise administration officers of any work related issues or concerns.
- Direct telephone calls to the appropriate person/location in a timely manner.

### COMMUNICATION

- Ensure directions and requests given by various administration officers is clearly understood clarify if unsure.
- Attend team meetings when directed.

### TEAM WORK

- Support team members.
- Respect the diversity of team members.



## WORK, HEALTH AND SAFETY

- Comply with all WHS legislation and WHS policy and procedures.
- Work in a safe manner, applying a duty of care.

## OTHER

- Other duties as required

## Selection criteria

### ESSENTIAL SELECTION CRITERIA

- Be prepared to undertake study in a Certificate III Business Administration.
- School Certificate (Year 10 or equivalent).
- Friendly and positive personality.
- Sound oral and written communication skills.
- Basic computer skills in Microsoft Office – Word.

### DESIRABLE SELECTION CRITERIA

- Previous experience in a customer service role.



## Acceptance

I acknowledge as the incumbent of this position, that I agree to display the organisational value and behaviours and work in accordance with the key responsibilities of the role detailed in this position description.

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**Name incumbent:** [Click/tap to enter name]

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**Signature of incumbent:**

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**Date:** [Click here to enter the date]

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**Manager:** [Click/tap to enter name]

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**Signature of manager:**

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**Date:** [Click here to enter the date]

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