|  |  |
| --- | --- |
| **Job Title:** | **(Part-Time) Carpark Security** |
| **Division:** | Commercial |
| **Responsible To:** | Supervisor Carpark |
| **Responsible For:** | Nil |
| **Job Purpose:** | To monitor and control traffic movement of staff, public and reserves and maintaining a seamless operation of the airport carpark ensuring good customer service and experience. |
| **Job Band:** |  |
| **Date updated:** | April 2024 |

## to tatou orama e te akakoro`ANGA – our Vision and mission

|  |  |
| --- | --- |
| **Te Orama – Our Vision** | **Te Akakoro`anga – Our Mission (Purpose)** |
| **“**E kaveinga tumanava no te Pasifika ki roto i te Tu`anga Tau-Manureva”*Leading the Pacific way in Airports* | Kia rauka te turanga meitaki roa atu na roto i te: * Akonoanga i to tatou aronga angaanga
* Akatupuanga i te meitaki e te au
* Turanga moni matutu
* Akatinamouanga i te turanga akapouanga moni kore
* Akonoanga i te aorangi i roto i tatou au angaanga

*To achieve excellence in:** *Investing in our people*
* *Improving on Safety and Security*
* *Financial Stability*
* *Adopt cost-effective practices*
* *Implement environmentally sustainable operations*
 |

## OrganisationAL STAFFING STRUCTURE

## KEY RESULT AREAS (KRA’s)/Outputs

|  |  |
| --- | --- |
| **KRAs for this position (maximum of 6)** | **Key Performance Indicators (use SMART principles)** |
| **KRA 1: Traffic Control*** Control and co-ordinate and direct an orderly flow of traffic where designated spaces are allocated – public, rental, drop off zone, transfers, and reserved.
* Coordinate team and assist with the returning of trolleys to the bay.
* Coordinate team and assist with the scale weighing and check-in area.
* Report incidents or findings of concern to the Supervisor Carpark and Manager Commercial, including generating OFDs on carpark machines, carpark lighting, disruptive incidents and complaints.
* Administer of Airport Authority carpark cards and reporting of rental cars.
 | * An orderly flow of traffic to designated spaces allocated.
* Carpark assists with returning trolleys to the bay.
* Carpark assists directing passengers to scale weighing area.
* Incidents are reported to the Supervisor Carpark and Manager Commercial.
* Administration of carpark cards and rental cars.
 |
| **KRA 2:**  **Safety & Security*** Uphold and comply with work protocols, ethics and code of conduct.
* Ensure an efficient and safe flow of traffic at drop off zone and carparking.
* Ensure patrol of carpark areas where designated.
* Assist customers with directions and operations at APS (Auto Pay Station) as MPS (Manual Pay Station)
* Promote a safe and secure parking at all times.
 | * Work protocol complied. Code of conduct is read and understood and signed.
* Safe flow of traffic at the drop off zone and carparking.
* Customers are directed with operations at APS and MPS.
* Carpark security presence at all times.
 |
| **KRA 3: Public Relations & Announcements*** Execute frontline duties – face to face
* Be a team player and execute good PR
* Promote a positive image of the Airport Authority and its values
* Carry out public announcements of carpark tasks
 | * Duties are successfully carried out.
* Promoting good image of the organisation through good public relations and a team player.
* Public announcements are made with tact and diplomacy.
 |
| **KRA 4: Toll Collection**When on Duty;* Designated at booth to operate MPS and process of customers
* Do cashier duties – daily tally takings at Booth and APS
* Proper recording and storage of takings
* Safely transfer takings to Finance for banking
* When off-duty delegate and ensure communication is maintained with Supervisor Carpark and Manager Commercial.
 | * Duties carried out in the Booth and MPS.
* Daily tally of takings at Booth and APS.
* Recording and safe storage of takings.
* Takings are transferred daily to Finance for banking.
* Communication is maintained with Supervisor Carpark and Manager Commercial regarding sales when off-duty.
 |
| **KRA 5: Training.*** Undertake and complete training as required for upskilling/self-development including traffic handling/radio conduct/public speaking.
 | * Training carried out. Training record copied to HR.
 |

## Work Complexity

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| --- |
| Indicate most challenging problem-solving duties typically undertaken (3-4 examples): |
| 1 | Attending to and handling high customer expectations. Given limited space and infrastructure along with quality customer service. |
| 2 | Safe keeping of daily takings and transferring to Finance. |
| 3 |  |
| 4 |  |

## Authority

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (Explain the authority if any)

|  |  |
| --- | --- |
| **Financial** | No |
| **Staff** | No |
| **Contractual** | No |

## Functional Relationships

The requirement for human relations skills in dealing with other personnel and external contacts. (List the external and internal types of functional relationships)

|  |  |  |  |
| --- | --- | --- | --- |
| Internal | Nature of Contact(Heavy, Medium, Light) | External contacts | Nature of Contact |
| CEO | **Light:** Courtesy. | Public | **Heavy:** Exchanging pleasantries, advising giving directions and information. Assisting and providing support with the APS and MPS. |
| EGMC | **Light:** Courtesy. Giving and receiving information. |  |  |
| Manager Commercial | **Medium:** Reporting, giving and receiving information and advice. |  |  |
| Supervisor Carpark | **Heavy:** report, discuss cases for authority, seek guidance |  |  |
| Lining Staff | **Heavy:** day to day operations and training  |  |  |
| Other Staff and Divisions | **Light**: Courtesy |  |  |

## QualificationS (or equivalent level of learning)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

|  |  |
| --- | --- |
| **Essential: (least qualification to be competent)**  | **Desirable: (other qualifications for job)**  |
| NCEA L1 or equivalent passes in English and MathsBasic Security training/road traffic or public speaking | NCEA L2 |

## Experience

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

|  |  |
| --- | --- |
| **Essential: (least number of years to be competent)** | **Desirable: (target number of years you are looking for)** |
| Sound understanding of security work.At least 1 year work experience. | At least 2 years of experience in carpark security or security field.  |

## Key Skills /AttributeS/JOB Specific Competencies

|  |  |
| --- | --- |
| **Level of ability required for the job**  |  |
| **Expert** | Good awareness and understanding with all applications of the skill/knowledge in carpark security. Outstanding customer service. Would be recognised by others as an expert in this skill/could be expected to train others in this skill. |
| **Advanced** | Good understanding of skills/knowledge area. Able to pass on skills in this area. Recognised by colleagues as having proven skill/knowledge in this area. |
| **Working** | Sufficient skill to apply to a day-to-day operation in a fluctuation environment/does not require supervision for routine tasks |
| **Awareness** | Good understanding of skill/knowledge area of carpark security. |

## CHANGE to JOB description

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**Approved:**

Chief Executive Officer Date

Employee Date