



Job Description
Security Services Department
Principal Officer – Terminal Facilities

Position: Principal Officer - Terminal Facilities
Department: Security Services Department
Services: Terminal Facilities
Salary: \$65,651.00 p.a
Term: Contract 3 Years

Responsible to: Manager – Security Services

Responsible for: Terminal Operations & Maintenance, Fault Logging & Reporting, Cleanliness and Terminal Hygiene

Primary Objective:

Responsible directly to the Manager – SSD for the management, maintenance and facilitation of the Faleolo International Airport Terminal. Ensure that resources and service facilities provided at the Terminal are utilized effectively in meeting or exceeding the needs of the SAA and its customers. Promote a positive public relations image of the Airport Authority.

Duties & Responsibilities:

1. Responsible for facilitating all Airport Terminal requests, maintenance & supervise all tasks/operations that are being carried out at the Terminal to completion in a timely and satisfactory manner.
2. Advise the Manager and Management of Terminal developmental works, progress and problems as they arise, through verbal and written reports. Ensure the implementation of all planning and research development needs of the Terminals are done accordingly.
3. Accomplish financial objectives by forecasting requirements; prepare and provide input in the Unit budget process.
4. Build long term relationships with outside vendors for all Terminal-related products and services and ensure that efficient communication procedures are in place.
5. Accountable for completing daily terminal checks, crowd control, queue management and evacuation of terminals as required. Provide escorts for cash handlers, VIPs, Airport staff and public as required and shall act as first responders to general First Aid, security breaches, etc.
6. Call taking of general enquiries, fault logging and reporting, request dispatching of Maintenance staff and other services as required. Facilitate and co-ordinate the issuing of contractors' permits, keys, access cards and radios if proceeding onto airside.

7. Develop operational schedules, procedures, safety, and other reports and submit on a timely basis with corrective actions and planning.
8. SAA point-of-contact for collection and query of public and Airline lost and found items. Directs and supervises viewing of CCTV footage in the Command Centre. Initiate and assist the Quality Assurance Department in investigating any suspicious incidences reported from the Terminal.
9. Supervise all terminal operations while ensuring compliance with all safety, regulatory, and environmental units.
10. Enforce safety & environmental adherence policies across the terminal.
11. Monitor and operate all emergency alerting system and in charge of emergency call-taking and dispatching.
12. Other duties as assigned and agreed with Manager.

Selection Criteria

Key Personal Attributes & Qualifications

1. Hold a relevant Tertiary qualification in Engineering, Management or related field. (Essential)
2. At least 5 years of facilities management experience. (Essential)
3. Full knowledge and understanding of Airport and Airline regulations and operations. (Desirable)
4. Mastery skills in Samoan/English verbal and written communications. (Essential)
5. Ability to communicate effectively with all levels of Executive Management and variety of stakeholders. (Essential)
6. Proven investigative and negotiation skills. (Essential)
7. Possess a positive and matured attitude. (Desirable)
8. Ability to speak a third language (Desirable but not essential)

Knowledge/Experience

9. Professional skills in Microsoft products i.e. Word/Excel/PowerPoint/Publisher and able to conduct coaching or tutorial to staff if required. (Essential)
10. Demonstrated ability to multi-task and work under pressure. (Essential)
11. Demonstrated ability to write reports and be detail-oriented. (Essential)
12. Experience in frontline customer service. (Highly Desirable)
13. A pro-active and strategic thinker who is results-driven and effective in execution of planned works/projects within timeframes without follow up. (High Desirable)
14. Proficiency in planning; development, cost projections and efficient implementation of annual budgets & work plans. (Highly Desirable)
15. Demonstrated open-minded attitude when assessing a wide range of issues and impacts within a defined context. (Highly Desirable)