

Position Description

Title:	Customer Travel Coordinator	Status	Full-Time
Department:	Kunda Park Depot	Location:	Sunshine Coast
Reports to:	Depot Manager		

Purpose

Your primary role will be to provide essential administrative support across a variety of areas. Ensure all administrative duties are completed accurately and delivered to a high quality in a timely manner. Maintain relationships with high value charter clients.

Key Responsibilities and Duties (including other duties as required)

RESPONSIBILITIES:

- General administrative work.
 - a. Receiving and screening phone calls
 - b. Reporting/data entry/record keeping.
- Monitoring the inbox, providing first line of support for customer queries
- Maintaining databases and tracking important deadlines
- Working with Human Resources Team and guiding employees through KBL processes.
- Assisting with quotes for Charter Clients
- Maintaining lost property registers
- Addressing customer complaints
- Document creation, drafting letters and Document Control activities
- File maintenance
- Attend to filing, scanning, photocopying & archiving documents
- Support, proofread and check all relevant documentation when required
- Ensuring the office is clean and presentable, including regular sweeping, mopping, and dusting

Teamwork

- Working collaboratively as a member of the KBL team
- Attend and participate in team meetings as required
- Supporting fellow peers whilst respecting individuality
- Participating in the growth and development of the team

Workplace Health & Safety

- Taking responsibility and reasonable care for the health and safety of themselves and others within the workplace by:
 - Cooperating with all reasonable instructions given by KBL to ensure health and safety, including adherence to policies, safe work procedures and relevant aspects of the WHS Management System.
 - Assisting KBL to accomplish its WHS objectives through participation in initiatives to achieve WHS performance indicators approved by management.
 - Acting in good faith during consultation with KBL management about matters affecting their health and safety.
 - Participating in WHS training and improvement programs as required.
 - Reporting hazards, near misses, incidents, and damage; and
 - Encouraging fellow employees to participate in and support WHS initiatives.

Selection Criteria

Qualifications

Essential

- Strong Microsoft Office Suite experience essential
- Good organisational skills
- Well-developed interpersonal and time management skills, proactive
- Excellent written and verbal communication

Desirable

SKILLS, KNOWLEDGE, EXPERIENCE

- Entry level position
- Ideally you will have relevant administrative experience
- Demonstrated time management, organisational skills, and attention to detail
- Ability to coordinate, prioritise, and manage multiple tasks
- A willingness to learn, positive approach and strong initiative
- Ability to use discretion and maintain confidentiality
- Excellent written, verbal, and interpersonal communication skills
- Quick to grasp new computer systems
- Microsoft Office Suite skills and Outlook experience
- You will demonstrate an ability to create professional relationships, be honest and personable
- A positive work ethic is essential
- High level of professional integrity and exceptional interpersonal skills
- Ability to work independently and within a team environment
- Excellent organisational and time management skills
- High level attention to detail
- Pride in personal presentation
- Have a positive, patient and flexible demeanour