DIVISION: Operations DEPARTMENT:

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| TITLE OF POSITION Airport Helpdesk Supervisor |
| BUSINESS UNIT Local Organising Committee (LOC) |
| REPORTS TO |
| DATE CREATED |

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| PURPOSE | |
| To be the point of contact at the Airport so that teams or officials or spectators can relay any questions or queries they may have. | |
| KEY RESPONSIBILITIES | |
| * To be clearly visible and accessible as the main point of contact regarding competition enquiries * To have ready access to relevant questions that may be asked (regarding venues, accommodation, competition times, functions, etc) * To work closely with the Transport Coordinator to understand the arrival & departure schedule of teams to the airport * To be proactive in response to queries if not able to answer them immediately (i.e.: have a form of referral system set up) * To build an understanding of the roles of other coordinators and supervisors to ensure all queries are resolved | |
| CORE CAPABILITIES | |
| The core capabilities, linked to our company values, are applicable for each role at LOC. All LOC staff are to display the following values : Credible, Competitive, Ambitious, Passionate, Committed, Inclusive and Community Orientated | |
| CORE SKILLS |  |
| * Communication (ability to speak other languages would be helpful) * Initiative | * Customer service focus * Problem solving ability |

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| Delegations of Authority (if applicable) |  |
| Expenditure | $ |
| Authorisation to hire/sign contracts |  |

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| Contract Details |  |
| Contract Term |  |

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| Responsible For: |  |
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