



Position Description
Flight Attendant

Position Summary

- Deliver an exceptional in-flight service experience to a standard that positively influences the customer journey and promotes QantasLink as a world best premium airline linking Regional Australia;
- Contribute to optimisation of operational performance;
- Ensure high levels of customer satisfaction in a competitive environment of high and constantly growing expectations;
- Consistently provide an exceptional customer service experience;
- Consistently display the QantasLink service behaviours: energetic, responsible, caring and intuitive;
- Take personal responsibility for and offer appropriate alternatives to meet customer needs;
- Recover service where the customer's journey has been impacted negatively, for example delays;
- Embrace constant change to ensure QantasLink has Regional market leadership;
- Establish and maintain strong positive working relationships with other aircrew and partner areas.

Working Relationships

- Flight Operations
- Departments within Customer Service
- Airport Operations
- Catering

Key Accountabilities:

	Key Result Area	Major Activities
1	Deliver exceptional customer service to support the Corporate brand and market objectives	Deliver exceptional customer service to customers whilst meeting relevant legislation, Qantas Group Policy and service guidelines. Deliver in-flight product within service standards and guidelines. Recognise individual needs and respond appropriately to ensure each customer has a positive service experience that exceeds their expectations. Take ownership of, and responsibility for, the resolution of service issues and escalate issues, as appropriate, within the guidelines of Qantas Group Policy,

		<p>objectives and customer needs.</p> <p>Assist to build loyalty, paying particular attention to commercially important customers.</p> <p>Use initiative to personally resolve customer service issues promptly in accordance with Qantas Group Policy and Service Standards.</p> <p>Take appropriate action to report service issues and to continuously improve QantasLink products and services e.g. using crew feedback forms, or directly with service support areas.</p> <p>Support implementation of new or enhanced products by promoting benefits to customers and other crew.</p> <p>Maintain thorough and current knowledge of products, service standards & procedures using available resources such as FAAB, FASO, briefings, publications and guides.</p> <p>Actively seek clarification as required through the appropriate forum.</p> <p>KPIs: Customer Satisfaction Monitor (CSM)</p>
2	Contribute to optimisation of operational performance	<p>Work in accordance with the precision timing schedule.</p> <p>Proactively provide assistance to other crew as required to ensure smooth service delivery to all customers.</p> <p>Use equipment and supplies appropriately. Report to/discuss with Cabin Crew Management instances of misuse, damage and waste, suggesting practical ideas to improve efficiency whilst operating within service guidelines.</p> <p>KPIs: % of Aircraft delays due to Cabin Crew.</p> <p>Reports issues using appropriate forms.</p>
3	Comply with the highest standards of Operational Safety in accordance with all regulatory requirements and regulatory responsibilities	<p>Maintain current competency and preparedness for safety and emergency responsibilities.</p> <p>Successfully complete required Emergency Procedures proficiency requirements.</p>

		<p>Successfully complete Pre-departure Emergency Procedures Checks as required.</p> <p>Ensure knowledge of current safety and security requirements.</p> <p>KPIs:</p> <p>Successful completion of Emergency Procedures requirements.</p> <p>Successful completion of Proficiency Checks.</p>
4	Comply with Corporate and Divisional Service Standards	<p>Ensure compliance with all Qantas Group policies & standards, regulations & legislation.</p> <p>Act in accordance with relevant Customer Service Standards in all dealings with staff and people external to QantasLink.</p> <p>Ensure customs' and other legislative requirements are met regarding alcohol bars.</p> <p>KPIs:</p> <p>Successful rating on personal Proficiency checks.</p> <p>Compliance with QantasLink Policy.</p>
5	Comply with Safety, Security, Environment and Risk Management in the workplace	<p>Act with due care/consideration to safeguard own health and safety and that of others.</p> <p>Comply with safe working practices and procedures in accordance with Qantas Management System..</p> <p>Report all incidences (including dangerous occurrences) and hazards.</p> <p>Observe all instructions issued to protect own health, safety and security and that of others, including seeking appropriate first aid and medical treatment as & when necessary.</p> <p>Attend, as required, training or instruction related to health, security, risk and environment issues.</p> <p>Use & appropriately maintain equipment issued for personal, public or crew protection.</p> <p>KPIs:</p>

		<p>Actively promotes workplace safety.</p> <p>Reports injury, illness and dangerous occurrences appropriately.</p> <p>Works safely and in accordance with directions.</p> <p>Participates in OH&S training activities necessary for and relevant to the role.</p> <p>Comply with all Occupational Health & Safety Responsibilities, Authorities & Accountability as detailed in the Qantas Group Policies for Safety, Security, Environment.</p>
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Knowledge and Person Specifications

- Accreditation in accordance with regulations in relation to Responsible Service of Alcohol and Senior First Aid
- Demonstrated experience in customer service
- Demonstrated experience in effective service recovery skills
- Demonstrated interpersonal communication skills and strong team skills
- Demonstrated ability to adapt to changes in timeframes and environment or circumstance
- Strong awareness of and sensitivity to cultural diversity and related customer needs
- Flawless personal and professional image and presentation standards
- Friendly, caring, respectful and approachable manner
- Gives high priority to customer satisfaction
- Demonstrates high levels of altruism
- Presents calm and inspires confidence in customers and colleagues
- Adaptable and flexible in offering alternatives to exceed customer needs
- Contributes positively as part of a team
- Demonstrates consistent and sustained working relationships
- Demonstrates an understanding of how their work contributes to safety objectives
- Readily identifies unsafe practices, non-conforming items and potential areas for improvement
- Recognises the impact of alternative courses of action
- Takes initiative to identify and make appropriate recommendations for product/service improvement
- Demonstrates an ability to respond differently in different situations and is tactful and sensitive to customer issues
- Demonstrates an energetic, pro-active approach
- Is resourceful, intuitive and takes pride in what they are doing