

# Position Description



**Position Title:** *Cabin Crew*

**Position Type:** *Full time*

**Location:** *Various Locations*

**Reports to:** *National Cabin Crew Manager*  
*Senior Base Cabin Crew*

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## **Purpose:**

The Cabin Crews responsibilities are divided into administrative and flight related. Using Company HFNTS guidelines, effective liaison between the Cabin Manager and the Cabin Crew is essential. This ensures effective coordination of cabin service, if affected by any operational requirements (for example, weather, early descents or diversions etc.).

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## **Role**

This role must ensure they actively comply with company safety and security standards and documented company procedures.

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## **Key Responsibilities**

The Cabin Crew is responsible for but not limited to:

### **In-flight**

- Checking boarding passes and direct passengers to seats
- Performing in flight service delivery
- Conducting pre-flight cabin checks; receive prepared meals, beverages and equipment
- Anticipating and provide for the comfort of passengers
- Maintaining hygiene standards in-flight
- Managing and overseeing cabin safety and to initiate and perform abnormal and/or emergency procedures when necessary in accordance with the requirements of the Company's Operations Manual;
- Responding effectively to any situation requiring the application of first aid procedures
- Managing a complete and up to date reference library as specified by the Civil Aviation Act and Regulations.
- Remaining current in appropriate Dangerous Goods training in accordance with CASR 92.095
- Employee's should ensure they are aware of Company Safety and Security Policy & Procedures and ensure their actions are conducted in accordance with applicable regulations and company standards.

### **Administrative**

- Each member of the Operations personnel of an Operator shall comply with all Instructions contained in the Operations Manual in so far as they related to his or her duties or activities.
- Ensuring his/her own rostering and proficiency requirements are kept current; and ensuring all Company forms and documents are completed accurately and returned in a timely manner.
- Must ensure any paper Operations Manuals assigned to them contain the most current amendments or revisions to the manual, and maintain the manual in an up-to-date condition.
- Has the responsibility for the safety and or security of cabin operations within the scope of this role
- To ensure the cabin operations are conducted in accordance with applicable regulations and company standards

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## Safety & Security Compliance

- Promoting and maintain a high standard of quality, safety and security compliance as required by the Alliance Airlines Corporate Safety Manual by all subordinate staff.
- Promoting safety & security reporting within AQD by all staff.
- Ensuring high standard of OH&S and environmental compliance in accordance with state law.

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## POSITION REQUIREMENTS

### Qualifications:

- Current First Aid (min 6 month validity) from a recognised Australian training provider
- Current CPR (min 6 month validity) from a recognised Australian training provider
- RSA
- Passport (with minimum 6 month validity) OR approved working visa
- Minimum 18 years of age
- Pass a Medical conducted by an approved company designated aviation medical examiner
- Be able to attain an ASIC

### Knowledge:

- Knowledge of CASA safety regulations

### Skills:

- Strong interpersonal and communication skills
- Face to face customer service experience
- Demonstrated ability to work under pressure
- Clearly speak and understand the English language
- Confidence in swimming at least 50m unaided

### Experience:

- Prepared to work shift hours, any day of the year including weekends
- Minimum 18 years of age
- Excellent health and fitness and pass a medical conducted by a DAME

## Acceptance of Responsibilities

*I have read and understood the requirements and responsibilities outlined in this position description, Alliance Standards and Behaviours policy and Employment Contract Terms and Conditions and I agree to meet and adhere to these. I also agree to have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document, Employment Contract and as per the Alliance Performance Management process.*

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

# Position Description



Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**General Mgr, HR & Development**

**Chief Executive Officer**