

Position Description

Position	Flight Attendant
Department	Flight Operations
Location	As stated in Contract of Employment
Responsible to	Head of Cabin Services
Reports to	Pilot in Command
Position Purpose	Cabin crew are required to be present onboard any regular public transport or charter flights in order to perform duties in the interest of the safety of the passengers onboard.

Personal Guidelines

Experience

- Minimum 12 months experience as a flight attendant

Qualifications

- Minimum 18 years of age
- Current First Aid Certificate with a validity of 12 months at the time of application
- Current CPR Certificate with a validity of 6 months at the time of application
- Australian Permanent Resident
- A Passport with at least 12 months validity
- Responsible Service of Alcohol (RSA) Certificate
- Federal Police Clearance
- Medical clearance

Knowledge/Skills

- Proven ability to provide an outstanding level of customer service
- Swim 50 metres unaided and fully clothed

Personal Qualities

- Able to travel for extended periods, often at short notice
- Availability to work a rotating roster over 7 days, including weekends, public holidays and over a 24 hour period.
- Highly self-motivated, reliable and flexible
- Demonstrated ability to act in a manner which professionally reflects on the company, its operations and the individual.
- Attention to detail

Responsibilities

- Ensure the safety of any persons when onboard the aircraft, including organising and





implementing safety procedures in accordance with the Operations Manual Suite under the direction of the Pilot-In-Command.

- Brief passengers on emergency and safety procedures in accordance with the Company Operations Manual Suite and any instructions by CASA.
- Maintain discipline in the cabin.
- Ensure when required, that emergency procedures are followed in accordance with the Company Operations Manual Suite and any instructions given by the Pilot-In-Command.
- As Strategic Airlines wish to provide a high standard of service to its passengers, Cabin Crew are expected to:
 - Deal with all passengers respectfully and politely.
 - Ensure the passengers are cared for, and are comfortable.
- Act as an ambassador for the company and Australia during periods of duty.

This position description is prepared to provide a snapshot of the position at a given time and is not intended to be an exhaustive list of all tasks which may be required for the position holder at any time in the future.

Prepared by	Head of Cabin Services	Date	24/7/09
Reviewed by	Human Resources Manager	Date	24/7/09

I acknowledge and agree to the Position Description outlined above.

Position Holder Name:

Position Holder Signature:

Date

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