



Transactional Administrator

Position Detail			
Reports To	Transactional Services Co-ordinator	Group	Corporate Finance
Classification	ASA 3	Location	Canberra
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a **transactional administrator**, you will provide processing expertise to the organisation through the processing of day to day transactions across multiple streams including; payables, receivables, finance and mail.

Accountabilities and Responsibilities

Position Specific

- Processing routine transactions across multiple related streams
- Investigate and resolve matters relating to transactional queries
- Contribute to the implementation of continuous improvement initiatives across finance stream processes.
- Manage workload and competing priorities to ensure timely and accurate completion of tasks
- Provide consistent, high quality and timely support to the organisation in line with Airservices policies and procedures.
- Work with the Business Services team to contribute in the implementation of identified automation opportunities across transactional services.

People

- Provide ongoing professional support and advice to all our stakeholders with a strong customer centric solutions focus.
- Maintain an effective working relationship with all Airservices' staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Model Airservices' values and demonstrate positive, constructive and professional behaviours at all times.
- Build and maintain relationships with Airservices' suppliers and customers
- Work as part of a team to achieve the overall deliverables of transactional services

Compliance, Systems and Reporting

- Complying with all Airservices' policies and procedures, and applicable Australian laws.
- Ensure compliance with safety, risk, environmental and other regulations and standards.
- Maintaining accurate records in all finance related systems, including, but not limited to, SAP ECC, SAP ARIBA, FLEET and ProMaster.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Effective management of workload and competing priorities to ensure timely and accurate completion of transactional support tasks within the teams delivery parameters.
- Contributions to the continuous improvement of Enterprise Reporting and Transactional Services procedures.
- Build trust through positive cultural behaviour.

Key Relationships

- Managers and staff within Corporate Finance
- Managers, Team leaders and employees across Airservices.
- Internal and external stakeholders.
- Airservices' suppliers
- Airservices' customers

Skills, Competencies and Qualifications

- Demonstrated ability to work in a team and contribute to a positive team culture.
- Demonstrated initiative, problem solving and interpersonal skills.
- Demonstrated ability to set own work priorities, work consistently to a high degree of accuracy with strong attention to detail and meet deadlines.
- Demonstrated service focus and ability to build and maintain effective working relationships across multiple levels.

- Demonstrated ability to provide and act upon recommendations to resolve processing issues.
- Demonstrated ability to deal with ambiguity with positive outcomes

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.