



CUSTOMER SERVICE OFFICER (PERMANENT FULL-TIME). CAIRNS, AUSTRALIA

Who We Are

Skytrans Australia is an Australian airline providing regional Regular Public Transport (RPT), ACMI (Aircraft, Crew, Maintenance, and Insurance), and Charter services, connecting communities across the country. The airline operates a fleet of 11 aircraft, including Dash 8 turboprops and Airbus A319 jets. Skytrans Australia is part of Avia Solutions Group, the world's largest ACMI provider, operating 142 aircraft across 6 continents and delivering a wide range of aviation services, supported by over 11,000 professionals across more than 250 subsidiaries worldwide.

Who You Are

We are seeking a motivated, detail-oriented professional with a warm and approachable manner. You are a natural people person who thrives in dynamic environments and brings a flair for delivering outstanding customer service. You are looking for a role that is both meaningful and enjoyable, where your professionalism is matched by your passion for creating exceptional travel experiences.

What You Will Do

Based at Cairns Airport, you will play a vital front-line role in the passenger experience. This is a permanent, full-time position offering 38 hours per week, working Tuesday to Saturday, primarily on afternoon shifts.

Reporting to the Base Supervisor, your responsibilities will typically include:

- Welcoming passengers and assisting with check-in, boarding, and transfers between the terminal and aircraft.
- Managing flight paperwork, manifests, invoicing, cargo bookings, and other administrative duties.
- Handling freight, animal transport, special requests (e.g. meals, wheelchairs), and coordinating fuel and equipment orders for remote stations.
- Managing the operations on-call phone and email, and liaising with remote outstation agents to provide operational support and prepare outer port flight paperwork.
- Ensuring the smooth dispatch and arrival of flights at Cairns Airport, while providing accurate and timely information to internal and external stakeholders.
- Performing data entry and administrative tasks using Microsoft suite, reservations and safety systems

What you will bring

- Minimum 2 years' experience in a customer-facing role
- A strong sense of initiative and problem-solving ability
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a high-performing team

- Strong attention to detail and administrative accuracy
- Dangerous Goods Certificate, or willingness to obtain
- Eligibility to obtain an Aviation Security Identification Card (ASIC)

How to Apply

If you are looking to join the Skytrans team and contribute to a safe, professional, and customer-focused operation, we would love to hear from you. Please submit your application outlining your experience and suitability for the role.

Please note: Due to the volume of applications, only shortlisted candidates will be contacted. Applicants must have the right to live and work in Australia and be able to successfully complete pre-employment and ongoing medical, drug and alcohol screening requirements. Skytrans Australia is an equal opportunity employer committed to inclusive and fair recruitment practices. We strive to provide a respectful and accessible recruitment process for all candidates. If you require any adjustments throughout the recruitment process, please let us know so we can support your application.

Queensland-based Australian airline, providing seasonal alternatives to Europe and empowering Avia Solutions Group's ACMI services in the Asia-Pacific.