

In mid-2014, an exciting Light Rail system in the Gold Coast came alive, linking people and communities along the coast. The G:link is operated and maintained by Keolis Downer Gold Coast (KD). Keolis Downer is Australia's largest private provider of multimodal public transport, operating G:link, Yarra Trams and close 1000 buses in Australia. Keolis Downer is a joint venture between **Keolis**, one of the world's largest public transport operators, and Australian services firm, **Downer**. As a world-class, reliable and integrated transport network, G:link is central to the Gold Coast City Council's 'Bold Future' vision to be a leader in sustainable living.

## **Customer Service Administrative Assistant (Maternity Leave Cover)**

### **Position Purpose:**

Provide day to day administration assistance to the Customer Service Team which includes the Customer Service Director, Customer Service Manager and the Market and Communications Manager.

### **Reporting to:**

Customer Service Director

### **Position Responsibilities:**

- Provide efficient administration support to the Customer Service Team;
- Responsible for taking and typing minutes of meetings in a timely manner;
- Responsible for chasing actions from meetings;
- Obtain quotes for marketing and communications materials;
- Responsible for placing orders for required materials;
- Compiling and managing agendas;
- Type letters for submission to GoldlinQ;
- Type up toolbox talk material where requested, and assist with the collation of signed forms;
- Consolidate feedback initiated through the approval process;
- Submission of items through documented approvals process/tracking status of submissions;
- Management of tour requests and arranging a suitable person to accompany tour;
- Responsible for data inputting;
- Undertake all work in accordance with company procedures, including quality procedures, including quality procedures; and
- Any other administration duties and tasks as required and directed by the Customer Service Management team.

### **Competencies Required:**

- Work as a Rail Safety Worker Category 4 (non-safety critical worker);
- Proven knowledge in Microsoft Word, Excel, and PowerPoint;
- Essential: Proficient typing skills; and
- Essential: Administration support experience.

### **Profile Requirements:**

- A highly self-motivated team player, with sound organisational skills;
- Fluent in English with excellent written and verbal communication skills;
- Customer-focused with the ability to inspire your team with commitment and enthusiasm;
- Able to maintain a friendly, calm and professional manner;
- Relied upon to work on own initiative;
- Robust and resilient in regards to disposition;
- Able to display attention to detail and vigilance;
- Able to identify and rectify problems and issues in a timely manner; and
- Legally entitled to live and work in Australia.

All KD workers have a responsibility to comply with and implement the KD Integrated Management System and to participate in processes, systems and procedures for Safety Environment and Quality that support KD business activities. Responsibilities are set out below:

- Comply with and implement the processes and systems that support positive safety culture and integrate positive safety culture into everyday work activities and behaviours
- Contribute through the implementation of work activities and demonstrate behaviours in line with a positive safety culture to achieve KD's objectives and targets
- Comply with and implement, participate in and support the KD's continuous improvement processes and systems
- Participate in internal and external audits for continuous improvement of KD's systems and processes
- Comply with and implement KD's systems and processes
- Attend education, awareness and training provided by KD, hold the competencies to perform the role
- Report all incidents and accidents in accordance with KD's incident reporting process
- Participate in KD's injury management process
- Integrate SQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the SQE team to facilitate continuous improvement
- Comply with and implement KD's Fit for Work programs and system and attend work – fit for work
- Comply with and implement the SQE requirements for human factors identification and assessment
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting

*As part of the recruitment processes at KD, job applicants will be required to provide a National Police Certificate. Further to this, successful candidates will be required to provide a National Police Certificate where requested throughout employment. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, KD considers this to be a reasonable requirement. KD will assess a candidate's and employee's criminal record history against the inherent requirements of the relevant position before making a determination as to their suitability or otherwise for the role.*

*Keolis Downer is an Equal Opportunities Employer.*

If you feel you have what we are looking for then please send your resume and cover letter to Emily Burt, HR Manager at [emily.burt@keolisdowner.com.au](mailto:emily.burt@keolisdowner.com.au)