

## POSITION DESCRIPTION

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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 Officer

### Position Purpose:

As one of our Customer Service Officers, you will be responsible for the full customer experience. You will be the direct contact with our customers at stations and on board the trams for the provision of revenue protection, public information, customer assistance, safety and the cleanliness of our environment.

### Reporting to:

Customer Service Team Leaders / Customer Service Manager

### Position Responsibilities:

- Answer passenger questions about services, transport connections, how to get to local attractions and ticketing;
- Enhance passenger security by maintaining a visible presence on stations and trams, diffusing conflicts, and managing crowds;
- Deal with and help passengers during operational disruptions and take instructions from the Operational Control Centre;
- Protect Translink revenue by performing ticket checks and issuing 'penalty notices' in accordance with Translink procedures;
- Uphold the company's values, and support the company in promoting the Light Rail to the community; and
- Use of ticketing and revenue protection equipment.

### Competencies Required:

- Work as a Rail Safety Worker Category 2 (non-safety critical worker);
- Fluent in English with excellent written and verbal communication skills and clear phone manner;
- Knowledge of the local area and the G:link network;
- Capable of working under pressure with ability to follow operational procedures at all times;
- Ability to adapt to regular shift change-over;
- Ability to deal with challenging people;
- Ability to deal with potential physical abuse, verbal abuse and aggressive behaviour from members of the public;
- School certificate or equivalent working experience;
- Proven experience in a customer or information provision role, and

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- No transport industry experience is required as we are prepared to train and invest in the right candidates with the right attitude.

### Profile Requirements:

- Will always put our customers first;
- Must be able to work well as part of a team in an autonomous environment;
- Must be willing to perform shift work over a 24 hour rotating roster;
- Must be willing to perform shift of up to 10hrs hours duration (or longer if overtime is worked) day or night, any day of the year;
- Ability to adapt to unexpected or changing situations;
- Able to operate effectively in stressful situations;
- Willing to take precautions against infectious diseases and hazardous items as required; and
- Ability to deal with potential exposure to needle stick injuries, blood and bodily fluid transfers.

### As a Customer Service Officer you may be exposed to:

- General physical abuse, verbal abuse and aggressive behaviour from members of the public
- Potential blood and body fluid transfers
- Potential needle stick injuries
- Potential situations involving persons with traumatic injuries or death as a result of vehicle accidents
- Potential situations involving persons suffering from altered mental state including mental illness and substance abuse
- Must be willing to take on external studies in Tourism at no expense to you; and
- Is 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; and
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting.

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*As part of the recruitment processes at Keolis Downer Gold Coast, job applicants may be required to provide a National Police Certificate and undertake a Rail Safety Worker specific medical examination. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, Keolis Downer Gold Coast considers this to be a reasonable requirement. Keolis Downer Gold Coast will assess a candidate's criminal record history and where appropriate Rail Safety Worker specific medical results against the inherent requirements of the relevant position before making a determination as to their suitability or otherwise for the role.*

*Keolis Downer Gold Coast are an Equal Opportunities Employer.*

If you feel you have what we are looking for then please forward your resume and cover letter today to Fiona Gibbons, HR Advisor at [fiona.gibbons@keolisdowner.com.au](mailto:fiona.gibbons@keolisdowner.com.au)