



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 KDR – a joint venture between international tram and bus operator, **Keolis**, and Australia's leading provider and maintainer of passenger and freight rolling stock, **Downer Rail**, as part of the GoldLinQ consortium. 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.

Business Support Administrator (Part Time - Job share)

Position Purpose:

Working closely with the Business Support Office Manager this role is responsible for providing effective and efficient delivery of Business Support services to KDR Gold Coast. This is a reception based role.

Reporting to:

Business Support Unit, Office Manager

Position Key Functions:

The following are the key functions of this role but other duties will be allocated to share the workload across the Business Support Unit

- Coordinate all Reception duties effectively and in a professional manner and provide an efficient administration and support service to all staff
- Act as the first point of contact by welcoming all stakeholders, visitors and contractors displaying an efficient, friendly and professional image of the Company
- Grant access to stakeholders, visitors and contractors onto premises following KDR induction procedures and monitoring the security system
- Provide a friendly, prompt and courteous telephone answering service
- Responsible for maintaining and managing various Reception registers and checklists
- Responsible for day to day purchases including purchase of uniform, stationery, kitchen and other office supplies
- Responsible for issuing uniform to staff and maintaining uniform stock and store
- Maintain and manage meeting rooms and staff areas
- Undertake all work in accordance with company procedures, including quality procedures
- Act as a Fire Warden
- Any other administration duties and tasks as required and directed by the Business Office Manager

Competencies Required:

- Work as a Rail Safety Worker Category 4 (non-safety critical worker)
- Proven knowledge in Microsoft Word, Excel, and PowerPoint
- Ability to learn and operate technology such as a card printer
- Essential: Typing 60wpm. Proficiency in MS Office suite of programs
- Essential: Two years' experience in an administration/receptionist role

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 and strict confidentiality at all times

- Flexibility in working hours as roster will rotate weekly between morning shift (7:30am – 1pm) and afternoon shift (12noon – 5:30pm)
- Able to perform role as a job share position
- Comfortable dealing with a wide range of people
- 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
- Legally entitled to live and work in Australia

All KDR Gold Coast workers have a responsibility to comply with and implement the KDR Integrated Management System and to participate in processes, systems and procedures for Safety Environment and Quality that support KDR Gold Coast 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 KDR Gold Coasts' objectives and targets
- Comply with and implement, participate in and support the KDR Gold Coasts' continuous improvement processes and systems
- Participate in internal and external audits for continuous improvement of KDR Gold Coasts' systems and processes
- Comply with and implement KDR Gold Coasts' systems and processes
- Attend education, awareness and training provided by KDR Gold Coast, hold the competencies to perform the role
- Report all incidents and accidents in accordance with KDR Gold Coasts incident reporting process
- Participate in KDR Gold Coasts 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 KDR Gold Coasts' 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