

## POSITION DESCRIPTION

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 Information Officer

### Position Purpose:

To provide Keolis Downer Gold Coast customers with a positive experience through the delivery of timely and reliable customer information and response to queries based in the Depot Operational Control Centre, this role is integral in managing information from and to our customers and staff; and ensuring ongoing support to the Operations and Customer Service Departments as required.

### Reporting to:

Customer Service Manager

### Position Responsibilities:

- Provide information to passengers on the system via our Public Address System, Passenger Information Displays and Website;
- Provide information about service quality to external information providers. This may include providing information to local radio, GoldLinQ, Bombardier and Translink where required;
- Manage communication of advisories and updates to staff and customer during disruptions;
- Respond to customer feedback received from station help points, in writing and via phone calls;
- Assist with compiling responses to complaints, claims or incidents reports. This will include updating registers, escalating outstanding tasks and closing off completed tasks;
- Escalate complex or sensitive matters (complaints or queries) to the Customer Service Manager or Operations Team as required;
- Ensure up to date data entry of information pertaining to customer feedback/queries, daily logs and registers;
- Redeploy Customer Service and Security staff along the network, during service disruptions or local events;
- Conduct regular station security checks via CCTV;
- Manage lost property handling process ensuring items are logged and securely stored;
- Meet specific KPIs relating to disruption notifications, EHP response times, complaint response times, reporting KPIs in relation to station cleanliness, EHP availability, and defects;
- Work as a team with the Operations Control Centre, liaise with Queensland Police Service to assist Customer Service Officers with revenue protection duties, and internal liaison via radio communication to the team where necessary; and
- Support the Marketing and Communications Manager and Customer Service Manager as required.

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### **Competencies Required:**

- Work as a Rail Safety Worker Category 4 (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;
- Able to compose and deliver clear, brief and accurate information messages;
- Capable of working under pressure with ability to follow operational procedures at all times;
- Experience in using a multiline telephone system, radio system and other system equipment a plus (training will be provided);
- School certificate or equivalent working experience;
- Experience in a customer or information provision role, ideally in a call centre environment or similar; and
- 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 and autonomously;
- Must be willing to work across a 7 day rotating roster including nights;
- Must be able to sit at a desk in a closed environment in our Operational Control Centre for the entire shift;
- 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 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.*

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