



In mid 2014, an exciting Light Rail system in the Gold Coast came alive, linking people and communities along the coast. 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 City of Gold Coast's 'Bold Future' vision to be a leader in sustainable living.

Customer Information Officer

Position Description:

Providing customers with a positive experience through the delivery of speedy and reliable customer information and response to queries from the public. Based in Southport at the Depot Operational Control Centre, you will provide information to and correspond with passengers and staff, and support the Customer Service Department as required.

Reporting to:

Customer Service Manager

Position Responsibilities:

- Providing information to passengers on the system via our Public Address System, Passenger Information Displays and Website
- Providing information about service quality to external information providers. This may include providing local radio, GoldlinQ, Bombardier and Translink with information where required.
- Inform staff, passengers and potential passengers of the situation during disruptions
- Answering passenger help points calls from stations, written and telephone queries from the public
- Assisting with compiling responses to complaints, claims or incidents reports. This will include updating registers, escalating outstanding tasks and close off of completed tasks.
- Data entry duties including customer feedback, customer comment line, daily log register
- Redeployment of staff to locations during incidents or local events. Otherwise, assist the shift co-ordinator with the redeployment of staff
- Monitoring safety and security via CCTV on a regular basis
- Managing lost property register and process, ensuring secure storage and handling of lost property
- Meeting specific KPIs relating to disruption notifications, EHP response times, complaint response times, and reporting KPIs in relation to station cleanliness, EHP availability, and defect reporting
- Working 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 comms to the team where necessary
- Supporting the Marketing Communications and Customer Services Managers as requested

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
- 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
- Is legally entitled to live and work in Australia

As part of the recruitment processes at KDR, job applicants will be required provide a National Police Certificate. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, KDR considers this to be a reasonable requirement. KDR will assess a candidate'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.

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

If you feel you have what we are looking for then please apply online today to Emily Burt, HR Advisor at emily.burt@kdrgoldcoast.com.au