



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.

### **Data Analyst (Fixed Term Contract)**

#### **Position Purpose:**

Managing data collection, analysis and reporting needs for the Customer Service team. The initial contract will be on a 3 month contract, however this may be extended further.

#### **Reporting to:**

Customer Service Manager

#### **Position Responsibilities:**

- Develop and provide Customer Service, Revenue protection and security reports as required for CSD and CSM
- Write the necessary programming (macros) to deliver the reports
- Check the quality of entries into all registers (customer feedback, revenue protection, lost property)
- Address any quality issues with the source/root cause
- Analyse, report and interpret the data to provide information to the Customer Service Department
- Lead performance improvement projects

#### **Competencies Required:**

- Work as a Rail Safety Worker Category 4 (non-safety critical worker)
- Proven advanced knowledge in Microsoft Word, Excel, and PowerPoint
- Understanding of how to interpret information and graphs
- Ability to create performance improvement plans
- Ability to clearly express processes and information
- Sound typing skills
- Essential: Experience with producing reports
- Essential: Relevant IT qualifications

#### **Profile Requirements:**

- A highly self-motivated team player, with sound organisational skills
- Fluent in English with excellent written and verbal communication skills
- Quick and precise with data entry
- 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
- 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

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](mailto:emily.burt@kdrgoldcoast.com.au)