

## 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.



# Technical Administration Assistant

### Position Description:

Provide day to day administration assistance to the Technical Team.

### Reporting to:

Technical Director

### Position Responsibilities:

- Provide an efficient administration and support service to the technical department;
- Responsible for the formatting of reports, presentations and various other documents;
- Manage administration deliveries and procurement as required;
- Organisation, Document Control and management of network drive and hard copy filing;
- Maintaining diaries, managing meeting rooms and staff areas;
- Operating with speed and accuracy various computer systems and packages, as required and assist in the enhancement of systems to optimise office effectiveness;
- Ensures that all work undertaken is in accordance with company procedures, including quality procedures;
- Assist in maintenance of published rosters;
- Coordinate timely completion of timesheets and leave forms for approval for the department;
- Maintaining records and filing for the department;
- Provide assistance with special events and activities; and
- Any other administration duties and tasks as required and directed by the Technical Management team.

### 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: Proficiency in MS Office suite of programs; and
- Essential: Two years' experience in an administration 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;

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- 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; and
- 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
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting

*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.*

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)