



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 SERVICE OFFICER

Position Description:

As one of our Customer Service Officers, you will be responsible for the full customer experience. You will be the direct contact with our customers at stations and on board the trams for the provision of revenue protection, public information, customer assistance, safety and the cleanliness of our environment.

This is a Translink Authorised Person category level position, which involves enforcing the law via infringements and revenue protection, and as a result you will need to pass an intense 4 week training course in all relevant areas of law should you be successful with your application. Much like the police force, your continued employment with KDR Gold Coast will depend on you passing these exams. This may therefore involve weekend/evening study in your own time.

Reporting to:

Customer Service Manager.

Position Responsibilities:

- Answer passenger questions about services, transport connections, how to get to local attractions and ticketing
- Enhance passenger security by maintaining a visible presence on stations and trams, diffusing conflicts, and managing crowds
- Deal with and help passengers during operational disruptions and take instructions from the Operational Control Centre
- Protect Translink revenue by performing ticket checks and issuing 'penalty notices' in accordance with Translink procedures
- Uphold the company's values, and support the company in promoting the Light Rail to the community
- Use of ticketing and revenue protection equipment

Competencies Required:

- Work as a Rail Safety Worker Category 3 (non-safety critical worker)
- School certificate or equivalent working experience
- Knowledge of the local area and the G:link network
- No transport industry experience is required as we are prepared to train and invest in candidates who meet our profile requirements and have the right attitude!

(Read more on the next page)

Profile Requirements:

- Will always put our customers first.
- Must be able to work well as part of a team and autonomously.
- Must be willing and able to work in all weather and under pressure.
- Must be willing to work across a 7 day rotating roster including nights.
- Will be fluent in English with excellent written and verbal communication skills.
- Will have the ability to identify and solve problems in a structured and professional way.
- Must be willing to take on external studies in tourism at no expense to you.
- Will be legally entitled to live and work in Australia.
- Must be able to lead an evacuation of a station or tram (anywhere on our network).

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 Quality and Environment (SQE) 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 Coast's objectives and targets
- Comply with and implement, participate in and support KDR Gold Coast's continuous improvement processes and systems
- Participate in internal and external audits for continuous improvement of KDR Gold Coast's systems and processes
- Comply with and implement KDR Gold Coast's 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 Coast's incident reporting process
- Participate in KDR Gold Coast'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 KDR Gold Coast'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

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