

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.

We are looking for dedicated and enthusiastic people to join our exciting system, and be part of a dynamic team of individuals.

Customer Service Director

Position Purpose:

Prime responsibility for leading the Customer Service team, providing objectives and strategic leadership for the delivery of continuous improvement within customer service, revenue protection, external communications, event management, security, stakeholder management and marketing for the company.

Reporting to:

General Manager

Position Responsibilities:

- Devise, implement and maintain a relevant, contractually compliant and economical stakeholder management and communications plan, that incorporates both internal customer needs and external stakeholder requirements;
- Leads the customer service activities relating to service provision;
- Develop, implement and maintain procedures for monitoring progress against the stakeholder management and communications plan and assess its effectiveness;
- Manage media relations and act as a corporate spokesperson when one is needed;
- Guide and develop media and stakeholder awareness in colleagues and frontline staff;
- Develop, implement and maintain a security plan and counter terrorism plan which meets the requirements of SISTO;
- Develop, implement and maintain a plan and procedures for managing the protection of revenue;
- Co-ordinate the response to special events for Keolis Downer Gold Coast (KD);
- Lead and develop the Customer Service team; and
- Delivery all elements of the role within the allocated budget.

Competencies Required:

- Work as a Rail Safety Worker Category 3 (non-safety critical worker);
- Experience of at least one of stakeholder relationship management, customer experience delivery, communications or marketing;
- Preferred: Rail or Transport industry experience;
- Tertiary qualification in Communications, Marketing, or Business; and
- Regular On-call requirements

Profile Requirements:

- Able to demonstrate a high degree of interpersonal communication skill to manage expectations and relationship both internally across KD as well as externally with key stakeholders including the State Government, our client GoldlinQ and the various reporting Boards;
- Will have high-level communication skills (oral and written);
- Will have effective presentation skills;
- Must have high-level planning and organising skills;
- Will have the ability to plan, develop and implement communications programs;
- Needs to be able to demonstrate the ability to learn new skills and apply them;
- Will have empathy with stakeholders but able to explain and defend KD's position robustly if necessary; and
- Legally entitled to live and work in Australia.

All KD workers have a responsibility to comply with and implement the Integrated Management System and to participate in processes, systems and procedures for Safety, Quality and Environment (SQE) that support KD business activities. The responsibilities for the Customer Service Director are set out below:

The Customer Service Director is responsible for complying with the IMS by following the framework and implementing the relevant policies and procedures and to participate in developing processes, systems and procedures in their areas of accountability i.e. Customer Service, for Safety, Quality and Environment that support KD business activities.

Element	Responsibility
6. Organisational Commitment	
6.1 Management Commitment	Participate in implementation of the KD WHS Management System to ensure legislative compliance and facilitation of "Best Practice" initiatives
6.3 Positive Safety Culture	Comply with and implement the processes and systems for positive safety culture, integrate positive safety culture into customer service processes and systems and lead positive safety culture in the Customer Service Team
6.4 Customer Focus	Develop and lead KD's "think like a passenger" strategy
6.7 Planning & Direction	Provide input into the planning and direction of KD
6.11 Consultation, Cooperation, Coordination & Communication	Develop the KD strategy for external consultation, cooperation, coordination and communication
6.12 Communications	Develop the external communications plan for KD
6.15 Objectives & Targets	Provide input into SQE objectives and targets and develop a Customer Service SQE action plan that outlines the contribution the Customer Service team will make to achieve them
7. Zero Harm Workplace	
7.1 Organisational Wide Systems	Develop Customer Service and Marketing systems and processes that support the KD SQE goals and participate in audits and inspections
7.3 Change Management	Support and implement the processes for managing changes that may impact on safe operations and work environment
7.4 Contractor Management	Implement the processes that outline the way that KD will manage contractors
7.6 Training, Competency & Awareness	Facilitate implementation of role appropriate training, and ensure staff attend training as required and identified in their role TNA
8. Incident Management	
8.1 Emergency Preparedness & Responsibility	Develop systems and processes that are in line with the requirements of the KD Emergency Management Framework to ensure appropriate response and recovery in the event of an emergency situation
8.2 Security Management	Develop and implement the KD Security Management Plan

The Customer Service Director is responsible for complying with the IMS by following the framework and implementing the relevant policies and procedures and to participate in developing processes, systems and procedures in their areas of accountability i.e. Customer Service, for Safety, Quality and Environment that support KD business activities.

Element	Responsibility
8.3 Incident Reporting & Recording	Facilitate reporting of accidents / incidents and near hits in accordance with KD Procedures
8.4 Injury/Illness Management	Actively support Injury Management and Rehabilitation Programs
9. Individual Contribution	
9.1 Individual Contribution	Integrate SQE performance requirements into personal performance plans, position descriptions and implement SQE performance declarations
9.2 Fit for Work	Comply with and implement KD's Fit for Work programs and systems
9.3 Human Factors	Comply with and implement into the customer service and marketing processes the SQE requirements for human factors
9.5 Workforce Vigilance	Participate in, comply with and implement the processes and systems that facilitate corrective actions 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 send your resume and cover letter to recruitment@keolisdowner.com.au