

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 Experience Team Leader

### Position Purpose:

Provide first line supervision and mentoring for Customer Service Officers (CSO), Network Liaison Officers (NLO) and G:Link Liaison Officers (GLO) to ensure the best customer experience possible. Supervise and plan the day to day activities of the customer service staff. Implementation of customer experience projects and action plans.

### Reporting to:

Head of Customer Service

### Position Responsibilities:

- Act as the day to day point of contact for CSOs, NLOs and GLOs;
- Support, mentor and assess staff in undertaking their roles;
- Champion and implement customer experience actions and ideas;
- Manage the daily admin tasks for the team, such as rosters, pay sheets and deployments;
- Develop special event plans;
- Review operational performance results for anomalies and address any issues that arise;
- Supervision and leadership of all customer service staff – including promoting positive morale and company values, performance management and staff appraisals;
- Staff training as required;
- Undertake ICAM investigations;
- Ensure communication flows between management and customer service staff and vice versa;
- Managing the customer comments received;
- Ensuring customer service department adheres to any departmental KPIs; and
- Relevant day to day tasks as requested by the Head of Customer Service.

### Competencies Required:

- Certified AP3 or ability to become a certified AP3 (note that as per normal employment terms for AP3 authorised person, your ability to maintain your role is dependent on successful completion of your AP3 training);
- Work as a Rail Safety Worker Category 3 (non-safety critical worker);
- Technology Competent:
  - Computer literate, with the ability to use Microsoft Office (word, excel, outlook, etc.) quickly and easily whilst showing concern for quality and attention to detail;
  - Ability to you use a radio, mobile phone, cameras / recording devices and various applications; and
  - Ability to adapt to new technology, learn and teach others.

## Profile Requirements:

- Excellent people management skills with the ability to:
  - build trust within all levels of the team;
  - lead by example;
  - address issues with respect;
  - able to communicate effectively;
- Exceptional Customer Service skills, naturally embraces our “Think Like a Passenger” value;
- Ability to influence and build positive relationships across departments;
- Organised and can manage a number of different items to the appropriate timeframes;
- Good problem solving skills – a logical thinker who understands problems and their implications;
- Good delegation skills – ability to delegate tasks in a timely fashion to ensure tasks are effectively dealt with.

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; and
- 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 send your resume and cover letter to Laura Collins, HR Advisor at [recruitment@keolisdowner.com.au](mailto:recruitment@keolisdowner.com.au)