

POSITION DESCRIPTION

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.



LRV Operator

Position Purpose:

Drive the LRVs according to timetable with constant concern for the safety of passengers and other parties. In case of disruption or emergency, respond appropriately to protect passengers, other parties and assets under the guidance of the Control Centre and the operational procedures.

Reporting to:

LRVO Team Leaders / LRV Operator Manager

Position Responsibilities:

- Operate the LRV and adapt speed according to the timetable, procedures, signals, line profile and the surrounding environment;
- Stop at each LRV station, ensure the door opening and closing sequences are correctly followed in a safe manner;
- Follow instructions from the Operations Control Centre through the Tetra Radio system;
- Assist customers both boarding and disembarking when required;
- Respond to requests for information from customers when safe to do so;
- Provide information for customers on delays and incidents through internal and external PA announcements;
- Perform LRV preparation including testing of traction, brakes, sanding units and functionality of all equipment internally and externally in accordance with KD Minimum Operating Standards;
- Report defects promptly, both during preparation and in service. Report Defects on the LRV, corridors, stations and depot, and rectify immediately when safe to do so;
- Carry out their role as described within the operational emergency and incidents response plans;
- Work either part time or full time hours (casual roles unavailable at this time); and
- Other duties as directed by the Operations Manager and LRVO Team Leaders.

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Competencies Required:

- Ability to learn moderately technical issues, and to understand and apply specialised procedures;
- Has a high degree of safety awareness;
- Capacity for learning and complying with rules and procedures;
- Ability to perform moderate physical tasks including changing points, bending down and reaching to rectify faults on the LRV;
- Ability to adapt to regular shift change-over;
- Ability to remain calm in challenging situations and cope with stress;
- Ability to deal with challenging people;
- Able to work autonomously; and
- Able to achieve Cert III Rail Driving AQTF Qualification.

Profile Requirements:

- Have an open non-restricted driving licence (tram licence/experience not necessary!);
- Be legally entitled to live and work in QLD;
- Have a positive attitude and good team spirit;
- Be willing to work shift hours over a 24 hour rotating roster;
- Be fluent in written and spoken English with sound communication skills;
- Ability to work shifts of up to 8 hours duration (or longer if overtime worked) day or night, any time of the year;
- Have excellent reaction times (psychomotor testing will be required);
- Be a Rail Safety Worker Category 1 (Rail Safety Critical Worker); and
- Provide a national police check.

As a LRV Operator you may be exposed to:

- General physical abuse, verbal abuse and aggressive behaviour from members of the public;
- Potential blood and body fluid transfers;
- Potential needle stick injuries; and
- Potential situations involving persons with traumatic injuries or death as a result of vehicle accidents.

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;

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- 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 Keolis Downer Gold Coast, job applicants may be required to provide a National Police Certificate and undertake a Rail Safety Worker specific medical examination. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, Keolis Downer Gold Coast considers this to be a reasonable requirement. Keolis Downer Gold Coast will assess a candidate's criminal record history and where appropriate Rail Safety Worker specific medical results against the inherent requirements of the relevant position before making a determination as to their suitability or otherwise for the role.

Keolis Downer Gold Coast are an Equal Opportunities Employer.

If you feel you have what we are looking for, please forward your updated cover letter and resume to recruitment@keolisdowner.com.

Applications close Sunday 29 November 2020.