

## POSITION DESCRIPTION

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# OCC Supervisor

### Position Purpose:

To supervise the safe and efficient operation of the Gold Coast Light Rail System including operational management of all staff during their shift via the OCC (Operations Control Centre), assist the Operations Manager to ensure the Gold Coast Light Rail network and OCC is performing to world class standards of light rail operation, by maintaining and developing operational strategies and processes.

### Reporting to:

Operations Manager

### Position Responsibilities:

- Shift Management of all OCC team and field staff. Address and document any performance issues on shift and pass on to manager for any further performance management;
- Supervising resources, including drivers, customer service and security staff and ensure all legislation, EBA and fatigue requirements are met;
- Devise, implement and maintain relevant and contractually compliant procedures and processes;
- Investigate incidents in accordance with relevant procedures (ICAM investigations);
- Perform all duties in the OCC when required; regulator, Line Officer, Network Liaison Officer, KD commander;
- Monitor and reply to customer complaints as required;
- Preparing daily operational reports and performance data;
- Ensure adherence to safety and all contractual KPI reporting;
- Perform duty of LRVO when required on the network (and to maintain competency);
- Notify OCD and other managers as per On Call Director Incident Process;
- Perform Chief Fire warden duties after hours and when required, including managing Fire Alarms, Vesda system and liaising with fire service contractors;
- Remote Management of SCADA and power systems
- Attending emergency medical visits with injured worker and following KD's injury management process;
- Supervise the development of new OCC staff and LRV Operators through shadowing and mentoring;
- Assist with staff recruitment;
- On occasion perform the duties of Operations Manager as required;
- Attend any meetings on behalf of the operations department as required;
- Complete specialised projects as directed by the Head of Operations or Operations Manager; and
- Other duties as requested.

### Competencies Required:

- Work as a Rail Safety Worker Category 1;
- Proven knowledge in Microsoft Word, Excel, and PowerPoint;
- Good communication skills;
- Essential: Two years' experience in a supervisory role, either in a control centre environment or similar; and
- Willing to obtain: Certificate III in Light Rail Driving or equivalent.

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### Profile Requirements:

The OCC is the central point of contact and control for the live operations of the Gold Coast Light Rail. Working in this real-time environment requires quick thinking, the ability to work under extremely stressful situations while remaining calm and respectful at all times as all business areas will be working off the OCC guidance during severe incidents. As an OCC Supervisor, your profile requirements will include but are not limited to:

- 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 and during highly stressful situations;
- Comfortable dealing with a wide range of people;
- Relied upon to work on own initiative;
- Robust and resilient in regards to disposition;
- Must be able to multi-task while remaining focused on operational performance and safety at all times;
- Able to display attention to detail and vigilance;
- Able to identify and rectify problems and issues in a timely manner;
- Legally entitled to live and work in Australia; and
- Able and willing to work a 24/7 roster.

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, Quality & Environment (SQE) that support KD business activities. Responsibilities are set out below:

- Comply with and implement KD's code of conduct, processes and systems that support a respectful 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
- 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;
- 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.