

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 to 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.

Light Rail Vehicle (LRV) Operator

Position Purpose:

Operate the Light Rail Vehicles (LRV) to deliver a safe, reliable and comfortable experience for our passengers and the surrounding community. Working as part of the Operations team to manage and recover service disruptions or emergency situations by responding appropriately to protect our passengers, the community and the light rail assets under the guidance of the Operations Control Centre (OCC) and the operational procedures. At all times Thinking Like a Passenger, and maintaining safety as your number one priority in every situation.

Reporting to:

LRVO Team Leaders / LRVO Manager

Position Responsibilities:

- Safely 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 OCC 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 public announcement systems;
- Perform pre-service LRV testing and preparation for the days service in accordance with KD procedures;
- Report any and all defects and/or potential hazards that relate to the light rail system in real time to the OCC;
- Where safe to do so, perform basic front line maintenance (such as rubbish removal from LRVs at defects);
- Carry out position as described within the KD operational emergency and incidents response plans and procedures;
- Work either part time or full time hours (casual roles unavailable at this time); and
- Other reasonable duties as directed by the OCC, LRVO Manager and LRVO Team Leaders.

Competencies Required:

- Open non-restricted drivers licence; and
- No other competencies or experience is necessary. We will provide you with all training required.

Profile Requirements:

- 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;
- Be willing and able to work as a Rail Safety Worker Category 1;
- Ability to remain calm in challenging situations and cope with stress;
- Ability to deal with challenging people;
- Able to work autonomously;
- Able and willing to achieve Cert III Rail Driving AQTF Qualification (provided by in house training);
- Able and willing to learn and comply with Keolis Downer's policies and procedures;
- Ability to act and behave with integrity and in accordance with KD's code of conduct and values at all times and in such manner so as not to bring the KD into disrepute or disrespect;
- Able and willing to perform moderate physical tasks including changing points, bending down and reaching to rectify faults on the LRV.

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 are expected to comply with and implement the 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 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 continual improvement processes and systems;
- Participate in internal and external audits for continual 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 continual 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.