

# Customer Experience Team Leader

## Position Purpose:

Provide first line supervision and mentoring for Security personnel and as required other Customer Service staff to ensure the best customer experience possible. Supervise and plan the day-to-day activities of the team ensuring maximum coverage, presence and security of the network and assets.

## Reporting to:

Head of Customer Service

## Position Responsibilities:

- Act as the day-to-day point of contact for Security personnel and other Customer Service team as required;
- Support, train, mentor and assess staff in undertaking their roles;
- Manage the daily administration tasks, such as rosters, pay sheets and deployment plans;
- Develop crowd control plans as required for events;
- Review operational performance results for anomalies and address any issues that arise;
- Supervision and leadership of team – including promoting positive morale and company values, performance management and staff appraisals;
- Undertake ICAM investigations;
- Ensure communication flows between management and staff;
- Improve the awareness of security within KD;
- Ensure all security plans and procedures are kept up to date, briefed to the company and followed;
- Advise KD of any non-compliances and risks to the business in the security area and advise any improvements to make;
- Lead projects to improve security within KD;
- Ensure KD meets the requirements of the Transport Security (Counter-Terrorism) Act;
- Organise and supervise yearly security exercises;
- Relevant day to day tasks as requested by the Head of Customer Service.

## Competencies Required:

- Security Licence or ability to become licenced;
- Work as a Rail Safety Worker Category 3 (non-safety critical worker);
- Hold a current Australian Open drivers licence;
- 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;
- Willingness to complete required weekend and night shifts as required;
- 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;  
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;
- 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, 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 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.