

## POSITION DESCRIPTION

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# Customer Service Officer

### Position Purpose:

As one of our Customer Service Officers, you will be responsible for the full customer experience. This includes having direct contact with our customers at stations and on board the trams for the provision of public information, customer assistance, safety and the cleanliness of our environment. As part of the training for the role you will also become an Authorised Officer under the Transport Operations (passenger Transport) Act 1994 and Transport Infrastructure Act 1994, this will have you undertaking revenue protection duties in relation to ticket and behavioural offences onboard the tram network.

### Reporting to:

Customer Experience Manager

### Position Responsibilities:

- Answer passenger questions about services, transport connections, how to get to local attractions and ticketing;
- Enhance passenger security by maintaining a visible presence on stations and trams, diffusing conflicts, and managing crowds;
- Deal with and help passengers during operational disruptions and take instructions from the Operations Control Centre (OCC);
- Protect Translink revenue by performing ticket checks and issuing 'penalty notices' in accordance with Translink procedures;
- Use of ticketing and revenue protection equipment;
- Uphold the company's values and deliver the Customer Charter (our promise to our customers); and
- Support the company in promoting the Light Rail to the community.

### Competencies Required:

- Work as a Rail Safety Worker Category 3 (non-safety critical worker);
- Fluent in English with excellent written and verbal communication skills and clear telephone manner;
- Ability to comprehend and adhere to specific legislation requirements when undertaken role as Authorised Officer;
- Knowledge of the local area and the G:link network;
- Capable of working under pressure with ability to follow operational procedures at all times;
- Ability to adapt to regular shift change-over;
- Ability to deal with challenging people;
- Ability to deal with potential physical abuse, verbal abuse and aggressive behaviour from members of the public;
- School certificate or equivalent working experience;
- Proven experience in a customer or information provision role;
- Ability to handle situations involving persons with traumatic injuries or death as a result of vehicle accidents;
- Ability to handle persons suffering from altered mental state including mental illness and substance abuse;
- Is legally entitled to live and work in Australia;
- Hold a current Australian drivers license; and
- No transport industry experience is required as we are prepared to train and invest in the right candidates with the right attitude.

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### Profile Requirements:

- Will always put our customers first;
- Ability to deliver exceptional customer service;
- Must be able to work well as part of a team in an autonomous environment;
- Must be willing to perform shift work over a 24 hour rotating roster including weekends and Public Holidays;
- Must be willing to perform shifts of up to 10 hours duration (or longer if overtime is worked) day or night, any day of the year;
- Has the ability to identify and solve problems in a structured and professional way;
- Ability to adapt to unexpected or changing situations;
- Able to operate effectively in stressful situations;
- 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;
- Willing to take precautions against infectious diseases and hazardous items as required; and
- Ability to deal with potential exposure blood and bodily fluid.

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 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.