

POSITION DESCRIPTION

Customer Service Officer

Position Purpose

As one of our Customer Service Officers, you will be responsible for the full customer experience. You will be the direct contact with our customers at stations and on board the trams for the provision of revenue protection, public information, customer assistance, safety and the cleanliness of our environment.

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 undertaking the 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 situations involving persons suffering from a medical condition or episode that may result in serious injury or death;
- Ability to handle persons suffering from altered mental state including mental illness and substance abuse;
- Is legally entitled to live and work in Australia;
- Willing to obtain a First Aid Certificate;
- Hold a current Australian drivers licence; and
- No transport industry experience is required as we are prepared to train and invest in the right candidates with the right attitude.

POSITION DESCRIPTION

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 KGC's code of conduct and values at all times and in such manner so as not to bring KGC into disrepute or disrespect;
- Willing to render First Aid if required;
- Willing to take precautions against infectious diseases and hazardous items as required; and
- Ability to deal with potential exposure to blood and bodily fluid.

All Keolis Gold Coast (KGC) workers have a responsibility to comply with and implement the Integrated Management System and to participate in processes, systems and procedures for Health, Safety, Quality and Environment (HSQE) that support KGC 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 KGC's objectives and targets;
- Comply with and implement, participate in and support the KGC's continual improvement processes and systems;
- Participate in internal and external audits for continual improvement of KGC's systems and processes;
- Comply with and implement KGC's systems and processes;
- Attend education, awareness and training provided by KGC, hold the competencies to perform the role;
- Report all incidents and accidents in accordance with KGC's incident reporting process;
- Participate in KGC's injury management process;
- Integrate HSQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the HSQE team to facilitate continual improvement;
- Comply with and implement KGC's Fit for Work programs and system and attend work – fit for work;
- Comply with and implement the HSQE 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.