

POSITION DESCRIPTION

LRV Operator (LRVO)

Position Purpose

Drive the Light Rail Vehicles (LRV) according to timetable with constant concern for the safety of passengers and other parties. In case of disruption or emergency, respond appropriately to protect passengers, other parties and assets under the guidance of the Operations Control Centre (OCC) and the operational procedures.

Reporting to

LRVO Team Leaders / LRVO Manager'

Position Responsibilities

- 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 PA announcements;
- Perform LRV preparation including testing of traction, brakes, sanding units and functionality of all equipment internally and externally in accordance with Minimum Operating Standards;
- Report defects promptly, both during preparation and in service. Report Defects on the LRV, corridors, stations and depot, and rectify immediately when safe to do so;
- Carry out their role as described within the operational emergency and incidents response plans;
- Work either part time or full time hours (casual roles unavailable at this time); and
- Other duties as directed by the LRVO Manager and LRVO Team Leaders.

Competencies Required

- Ability to learn moderately technical issues, and to understand and apply specialised procedures;
- Has a high degree of safety awareness;
- Capacity for learning and complying with rules and procedures;
- Ability to perform moderate physical tasks including changing points, bending down and reaching to rectify faults on the LRV;
- Ability to adapt to regular shift change-over;
- Ability to remain calm in challenging situations and cope with stress;
- Ability to deal with challenging people; and
- Able to work autonomously;

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Profile Requirements

- Have an open non-restricted driving licence (tram licence/experience not necessary!);
- Be legally entitled to live and work in Queensland;
- 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 shift of up to 8 hours duration (or longer if overtime worked) day or night, any time of the year;
- Have excellent reaction times (psychomotor testing will be required);
- Be a Rail Safety Worker Category 1 (Rail Safety Critical Worker); and
- Provide a national police check.

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 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) and 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.
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting.