

Position Description



Position Title	Senior Team Leader
Position No	00068126
Delegation Level	006
Job Designation	Team Leader
Organisational Unit	Cairns Travel Centre Regional Operations
Work Centre	Cairns
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Retail Operations Leader

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

Manage the operation of the nominated Travel Centre, providing leadership and business management skills to ensure best practice business principles and effective sales and growth strategies.

Position Responsibilities

1. Manage, lead and mentor staff in the Cairns Travel Centre to deliver an effective, efficient sales focussed operation.
2. Provide high quality customer service by managing customer enquiries, resolving customer complaints and implementing corrective procedures.
3. Promote the Travel and Tourist business locally through community activity including presentations, sales meeting and networking opportunities.
4. Ensure effective two way communication of information and issues between staff in the Travel Centre, Management and other divisions within Queensland Rail.
5. Ensure timely compliance with relevant accounting, compliance, safety, audit, human resources, and other procedures relating to the Travel Centre. This includes the completion of office balancing, banking and administrative duties.
6. Assist the Business Development Associates to prepare and monitor budgets, set sales targets and develop strategies to grow regional sales.
7. Liaise with the Sales Team to identify opportunities to improve business performance through new products and marketing/advertising initiatives.

Additional Factors

The appointee will be required to :-
- Comply with Queensland Rail's Code of Conduct;

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- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of skill in managing staff, providing effective leadership, developing and implementing successful sales strategies and the provision of outstanding customer service.
2. Substantial skill in identifying, developing and maintaining effective working relationships both with subordinate staff, Queensland Rail management, industry suppliers and stakeholders.
3. High level of interpersonal, oral and written communication and negotiation skills, including the development of accurate and analytic reports and effective sales plans.
4. High level of skill in managing a Call Centre environment and retail outlet relevant to the tourism industry.
5. Substantial skill in the use of the Rail Reservations system and other applicable computer systems and the ability to learn and implement new technology.
6. Substantial knowledge of the tourism and travel industry and its relationship to Queensland Rail.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.