

# Position Description



Position Title	<b>Customer Service Attendant (Relief)</b>
Position No	00015334
Delegation Level	006
Job Designation	OBCS Cust Serv Attend (Relief)
Organisational Unit	Rockhampton Onboard Catering Regional Operations
Work Centre	Rockhampton
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Member - CEMP
Shiftworker	Yes
Classification (Range)	OS1 .3 - OS1 .3
Pay Scale Type	Cust Serv Cater Emps
Reports to Position	Operation Coordinator Rockhampton

## 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

Ensure the needs of customers are met in accordance with Queensland Rail policy and promote goodwill between Queensland Rail and customers.

## Position Responsibilities

1. Undertake general food and beverage delivery duties involving both trolley service and table service.
2. Undertake general cleaning duties.
3. Assist with handling customer luggage.
4. Undertake balancing and banking of monies as required, ensuring all cash handling activities (such as PCI, cash security and associated paperwork) are completed accurately and are compliant with accounting standards.
5. Provide clear communication to the Passenger Service Supervisor and Passenger Services Coordinator if applicable of any operational issues with the delivery of world class customer service.
6. Ensure compliance to all Food Safety and Responsible Service of Alcohol procedures at all times. Non-compliances to be reported in accordance with designated requirements.
7. Actively manage the storage, preparation and cooking of food and beverage items onboard in order to reduce wastage.
8. Actively engage customers whilst providing food and beverage service by upselling products through superior product knowledge and customer interaction.
9. Assist the Passenger Services Supervisor and Passenger Services Coordinator as required.

## 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;
- Undergo further training;
- Work outside normal hours;
- Work outside normal roster rotations.

The appointee may be required to :-

- Relieve at other depots as required.

## What is the key selection criteria

1. Substantial skill in delivering world class customer service.
2. Sound food and beverage service skills.
3. Sound communication skills.
4. Sound skill in working in a harmonious productive team environment.
5. Sound knowledge of the hospitality and tourism industry.
6. Sound cash management skills.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## Pre-employment Checks:

Not Applicable

## Pre-employment Qualifications:

### What qualifications do I need to hold prior to applying for the position?:

- 00001432 Food Hygiene
- 40004986 Responsible Serv of Alcohol

## Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 Wunya Induction
- 40008382 PCI DSS Cardholder Data Security
- 30000912 Communications (QNRP)
- 30000908 Safely Access the Rail Corridor (QNRP)
- 40006426 Apply Fatigue Management Strategies
- 40001627 Building Emergency Procedures
- 30000891 OBCS Emergency Evacuation
- 40008876 Working in the Electrified Territory
- 40011195 Accident emergency procedure Prac
- 40011196 OBCS Assistance to Customers Assessment
- 40008658 NHS Cat 4 Other (No Medical Required)

## Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 30000835 Local Induct
- 40013480 Fraud Awareness Induction
- 40008169 Food Hygiene Refresher
- 40008175 Responsible Serv of Alcohol Refresher

## 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.

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## 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.