

Position Description



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| Position Title | Station Assistant (Guard) |
| Position No | 00005799 |
| Delegation Level | 007 |
| Job Designation | Station Assistant (Gulflander-Normanton) |
| Organisational Unit | Gulflander - Normanton Regional Operations |
| Work Centre | Normanton |
| Position Type | Permanent |
| Rail Safety Worker | Yes |
| Medical Fitness Standard | NHS Cat 2 SCW |
| Performance Plan Type | Team Member - CEMP |
| Shiftworker | No |
| Classification (Range) | OS1 .4 - OS1 .4 |
| Pay Scale Type | Cust Serv Off Train |
| Reports to Position | Officer in Charge |

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

As directed, perform routine duties associated with station operations, to meet the demands and exigencies of the service and the requirements of customers at Travel and Tourism stations.

Position Responsibilities

1. Ensure the smooth operation of station platform and facilities.
2. Assist with safe and on time arrival and departure of Travel and Tourism Services, including platform announcements and active platform management.
3. Perform guard duties when required to work on board the Gulflander service including but not limited to the boarding of customers, customer communications and manual handling (eg luggage, securing rollingstock doors, connecting hose bags beneath rollingstock, provisioning of rollingstock).
4. Provide quality customer services by interacting, assisting and directing customers. Attend to customers requirements by providing a world class standard of customer service that encourages our customers to regularly use Queensland Rail services.
5. Operate station machinery and equipment as detailed in operating procedure.
6. Assist with proper upkeep, maintenance, repair and servicing of station facilities and equipment.
7. Report anything that may impact on staff or customer safety direct to Station Master, Station Supervisor or Officer In Charge.
8. Perform duties as detailed in local operating procedures (or equivalent) for each site.
9. Perform additional duties as requested by the Station Master, Station Supervisor or Officer In Charge.

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Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. Sound skills in station operations.
2. Substantial customer service skills.
3. Sound interpersonal and communication skills.
4. Substantial ability to work in a team environment and autonomously.
5. Sound knowledge of Workplace Health and Safety requirements.
6. 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?:

20300281 Nat Drv Lic C (Qld A < 09.04.96)

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)
40011352 Gulflander RTC Safeworking Assessment
40010129 Gulflander RTC Safeworking Course Att
30000908 Safely Access the Rail Corridor (QNRP)
40006426 Apply Fatigue Management Strategies
40001627 Building Emergency Procedures
40003802 Provide CPR 12 Mths
40003803 Provide First Aid
40011195 Accident emergency procedure Prac
40013090 Gulflander Prep Rollingstock Crs Att
40011302 Gulflander Prep Rollingstock Prac Assess
40008656 NHS Cat 2 SCW

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

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.