

Position Description



Position Title	Passenger Services Supervisor (Relief)
Position No	00079358
Delegation Level	006
Job Designation	Passenger Services Supervisor (Relief)
Organisational Unit	Onboard Operations - Rockhampton 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 Leader
Shiftworker	Yes
Classification (Range)	OS3 PSS .3 - OS3 PSS .3
Pay Scale Type	Cust Serv Oper 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

Manage the Onboard environment by ensuring the optimal standard of service is provided to Queensland Rail customers in accordance with Queensland Rail guidelines.

Position Responsibilities

1. Manage the provision of front line customer service, that is in accordance with Queensland Rail Customer Service Standards and Queensland Rail's core safety principles, and in every respect encourage our customers to regularly use Queensland Rail Services.
2. Manage Onboard Customer Service (OBCS) staff ensuring role specific duties are performed in a manner which complies with relevant legislative requirements, fatigue management and roster guidelines, and Queensland Rail's values and behaviours.
3. Ensure staff adhere to Onboard Catering and Financial procedures and processes to ensure all legal and safety responsibilities of the business are complied with.
4. Ensure travelling customers are in possession of a valid ticket and issue tickets in accordance with Ticketing policy as required.
5. Supervise the acceptance, loading and delivery of customer baggage and ensure it is in accordance with OBCS luggage policy and requirements.
6. Coordinate the handover of the train to the incoming Passenger Services Supervisor at changeover locations and liaise with OBCS personnel to arrange delivery of catering supplies as required.

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;

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- Attend relevant training as required;
- Co-ordinate cash handling procedures and banking;
- Self-Sign on/off as required.

The appointee may be required to :-

- Relieve at other depots as required.

What is the key selection criteria

1. Substantial skill in the provision of a high standard of customer service.
2. Substantial skills in management of personnel.
3. Substantial interpersonal and communication skills.
4. Substantial problem solving and decision making skills.
5. Substantial knowledge of Queensland Rail ticketing policies and financial procedures.
6. Substantial knowledge of Queensland Rail's Safety Management System.
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?:

- 40003891 Advanced Resuscitation
- 40004677 Provide Basic Emerg Life Supp
- 40003802 Provide CPR 12 Mths
- 40003803 Provide First Aid
- 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
- 40012230 TBT OBCS ETT inactive cab access req
- 40008169 Food Hygiene Refresher
- 20500205 OBCS Passenger Attendant
- 20500210 OBCS Passenger Services Supervisor
- 40008175 Responsible Serv of Alcohol Refresher

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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.