

Position Description



Position Title	Senior Catering Attendant
Position No	00028148
Delegation Level	006
Job Designation	Senior Catering Attendant (Refresh Room)
Organisational Unit	Catering Services - Rockhampton
	Regional Operations
Work Centre	Rockhampton
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - CEMP
Shiftworker	Yes 7 Day Worker
Classification (Range)	OS1 .3 - OS1 .3
Pay Scale Type	Cust Serv Off Train
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 policies and promote goodwill between Queensland Rail and customers.

Position Responsibilities

1. Undertake general food and beverage duties involving both serving and reprovisioning of food and beverage.
2. Undertake general cleaning duties.
3. Undertake general administrative duties with regards to Food Safety, including the management of food safety paperwork and processes as stipulated in the Food Safety Plan Rockhampton.
4. Provide a high quality of customer service aligning to Queensland Rail's overall vision.
5. 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.
6. Perform other duties as required by the Operations Coordinator Rockhampton.

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;

The appointee will be required to:-

- Undergo further training;
- Work outside normal hours;
- Observe all safety and legal obligations of the organisation.

Position Description



What is the key selection criteria

1. Substantial skill in delivering quality customer service.
2. Sound communication skills.
3. Sound knowledge of the hospitality and tourism industry.
4. Sound cash management skills.
5. Knowledge of and willingness to commitment to and work within Queensland Rail's Value 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.