

Position Description



Position Title	Passenger Services Coordinator
Position No	00068164
Delegation Level	006
Job Designation	Passenger Services Coordinator
Organisational Unit	Onboard Services - Townsville Regional Operations
Work Centre	Townsville
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)	OS2 PSC .4 - OS2 PSC .4
Pay Scale Type	Cust Serv Oper Emps
Reports to Position	Operation Coordinator Townsville

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 on board Queensland Rail Travel long distance services are met in accordance with Queensland Rail policy and promote goodwill between Queensland Rail and customers.

Position Responsibilities

1. Supervise and assist in the delivery of exceptional customer service to customers in all areas of the train operation.
2. Supervise onboard staff to ensure Onboard and Station Customer Service standards are being maintained.
3. Supervise and undertake duties involving serving and reprovisioning of food and beverage.
4. Carry out proper Queensland Rail procedures by checking and comparing customer tickets with the supplementary manifest and ensure loading and unloading of customer baggage is carried out as required.
5. Ensure the well-being and comfort of customers through identifying, rectifying and reporting issues relating to the cleanliness and maintenance of facilities/amenities on board.
6. Coordinate cost effective ordering of stock and assist in achieving revenue targets established by Catering and Onboard and Station Customer Service.
7. Participate in reviewing menus, service cycles, staff training, crew handbook and provide feedback to enhance on board service and presentation.

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;
- Attend relevant training as required;

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- Work outside normal hours.

What is the key selection criteria

1. High level of customer service skill suited to the tourism, transport and hospitality industry.
2. Substantial oral, written and interpersonal communication skills.
3. Substantial skill in identifying, analysing and resolving issues.
4. Substantial supervisory, problem solving and organisational skill when working in a team environment.
5. Substantial skill in all aspects of food and beverage service.
6. Sound knowledge of Queensland Rail policies relating to the carriage of passengers on Queensland Rail Travel services.
7. Sound knowledge of cost control and cash management techniques.
8. 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

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.