

# Position Description



Position Title	<b>Team Leader Customer Contact Centre</b>
Position No	00046825
Delegation Level	006
Job Designation	Team Leader (Travel Network Holidays)
Organisational Unit	Contact Centre Operations Regional Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	Contact Centre Operations Leader

## **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**

To provide highly effective and efficient leadership to teams in the Customer Contact Centre to enable optimum service delivery to our customers.

## **Position Responsibilities**

1. Provide leadership to attain high levels of performance that will enable optimum service delivery to our customers through the management of employee performance, effective communication and employee development.
2. Ensure the provision of high quality customer service through the management of customer service calls and specialist areas such as groups, resolving customer complaints and implementing corrective procedures to ensure customer satisfaction and improved efficiency.
3. Ensure a profit focused sales operation by analysing, managing and reporting on sales performance of individual and team activity. This includes coaching and supporting staff in all aspects of the Traveltrain Holiday business.
4. Work closely with the Quality Assurance Co-ordinator and Training Co-ordinator to identify and respond to staff training needs and opportunities to improve operational processes.
5. Ensure compliance with relevant accounting, sales, audit, Human Resources, Industrial Relations and other procedures relating to the Traveltrain Holiday Customer Contact Centre and ensure vendor payments and returns are processed accurately and within predetermined deadlines.
6. Contribute as a member of the Customer Contact Centre Leadership Team in business planning, identify and implement opportunities to improve business performance, provide input into new products, marketing and advertising initiatives, represent QR at industry functions and

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events, and liaise with other areas within the broader Marketing Team.

7. Assist the Leadership Team with special projects 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;
- Work on a rostered basis;
- Work overtime and on weekends;
- Undergo additional training as the business required;
- Travel intrastate and interstate as the business required.

## **What is the key selection criteria**

1. High level of leadership, people management and performance management skills to develop staff and increase productivity.
2. High level of interpersonal, oral and written communication skills.
3. High level of skill in managing resources to meet operational requirements and provide professional customer service.
4. Substantial knowledge of timetables, fare structures and rollingstock for all rail systems within Australia, and of third party product and services.
5. Substantial knowledge of the tourism/travel products and structure and its relation to Queensland Rail.
6. Substantial skill in the operation of applicable computer systems.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## **Pre-employment Checks:**

Not Applicable

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

- 40007588 Wunya Induction
- 40008382 PCI DSS Cardholder Data Security
- 40001627 Building Emergency Procedures

## **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
- 40006537 Rail Safety Awareness

## **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.