

Position Description



Position Title	Porter
Position No	00064669
Delegation Level	007
Job Designation	Porter L2 (Service Delivery Pool)
Organisational Unit	Service Delivery SEQ Operations
Work Centre	Brisbane Centra
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)	PTR .1 - PTR .2
Pay Scale Type	Stations Operations
Reports to Position	Service Delivery Team 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

Perform various duties within Station Customer Service to meet the demands and exigencies of the service and expectations of the customer.

Position Responsibilities

1. Support the delivery of customer service initiatives within Queensland Rail.
2. Attend to customer requirements by providing a high standard of customer service in a prompt, accurate and efficient manner.
3. Perform customer service duties at various station locations within the Citytrain Network including assisting station staff, working at unplanned and planned closures and special events.
4. Perform other duties such as cleaning, passenger assistance and crowd control as requested by the Officer in Charge.
5. Promote and encourage our customers to regularly use Queensland Rail services.
6. Assist in the provision of a safe environment for customers and staff.

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 outside of normal working hours;
- Work shift work including weekends and Public Holidays;
- Attend further training as required.

The location of this position is not permanent and may change to meet business requirements.

Position Description



What is the key selection criteria

1. Substantial skill in providing customer service to both external and internal customers.
2. Sound oral, written communication and interpersonal skills.
3. Sound problem solving skills including working in a harmonious productive team environment.
4. Sound knowledge of Workplace Health and Safety as it relates to Station operations.
5. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Criminal History
Criminal History

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

40007588 Wunya Induction
40008382 PCI DSS Cardholder Data Security
40006426 Apply Fatigue Management Strategies
40001627 Building Emergency Procedures
40008876 Working in the Electrified Territory
00002119 Airtrain - Interface Coord Plan Level 1
40011252 Assist Customers at Stations Prac
40011251 Assist Customers at Stations Theory
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
40010626 Cyber Security Awareness
40011176 DFV Employee Training Part 1
40012201 DFV Employee Training Part 2
40012776 DFV Employee Training Part 3
40012333 It's a Matter of Respect (Converge Int.)
30000835 Local Induct
40012117 DDA Awareness Training
40008165 Counter Terrorism Awareness WBT
40009352 Hazardous Manual Tasks Awareness
40008251 Alert
40008302 Critical Incidents Awareness - WBT
40009051 MD-14-758 What To Do In An Armed Attack
40008335 Right to Start Process - Stns
40010410 Safety Comes First Always Workshop
40009676 TBT Armed Robbery Guidelines
40011630 TBT SCS Haz Near Miss Injury Reporting
40008133 TBT Working Outdoors Heat & UV Exposure
40011355 TBT Workplace Noise
40009701 Fire Ants Awareness
40009840 TBT Dead Injured or Orphaned Animals
40006867 TBT Health Safety & Environ Responsibil
40013480 Fraud Awareness Induction
40011877 Non Technical Skills Development Program
40011105 Stations Warden Training - Part 1
40011151 Stations Warden Training - Part 2
40008029 TBT First Worker at Emergency Site

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40007135	TBT MD-11-3217 Hazardous Chemicals
40012622	MyStation for SCS
40010056	NGR Station Customer Service
40005615	QRS Toolbox 73 Slips, Trips, Falls Comm
40006537	Rail Safety Awareness
40013197	SCS Active Platform Management
40012256	SCS Porter Practical Assessment
40012431	Smart Ticketing EMV Payments
40012428	Smart Ticketing Introduction
40012430	Smart Ticketing Tap Events
40012429	Smart Ticketing Validators
40007554	TBT Alcohol & Other Drugs
40009641	TBT Rpting Emerg Incid w/in SEQ Netw V1
40009304	TBT Selection & Maintenance of PPE
40009307	TBT The Role of the Rail Commander
40009002	Improving Customer Service Outcomes
40012254	SCS Porter Theory Assessment

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.