Station Customer Service Attendant (Porter)



Why join Queensland Rail

Learning and Development

- We are a vibrant learning organisation
- Thorough training programs in place to ensure you are safe and confident.

Work-Life Balance

- We create and maintain a supportive and healthy work environment.
- Employees have balance between work and personal responsibilities.

Conditions and Benefits

- Financial benefits
- Health and well-being
- Lifestyle and work benefits Employees are entitled to free rail travel ONLY for travel to and from work and while on duty.

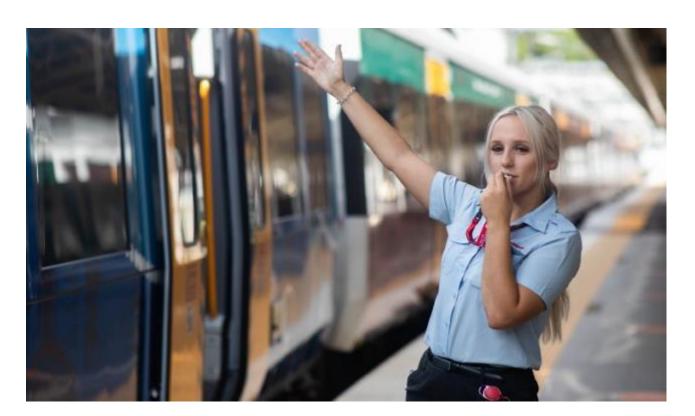
The Porter Role Daily Duties

- Delivering customer service excellence:
 - On platforms and at ticket windows
 - During planned line closures with rail replacement buses
 - During service disruptions
 - During special events
 - To customers requiring specific assistance
- Monitoring, observing, and taking appropriate action to ensure the safety and security of persons and Queensland Rail property
- Maintaining a clean and tidy station facility, which will involve cleaning tasks (including cleaning bodily wastes) and some lifting
- Meeting all NGR (New Generation Rollingstock) services on their arrival platform, this may include walking significant distances.



The Porter Role Requirements

- Be contactable, you must have message bank on phone
- Be flexible (shift work)
- Be reliable
- Be passionate about safety and customer service
- Be able to commute to all rostered shifts throughout the network, and cannot rely on public transport



The Porter Role Expectations

We take pride in our **service**:

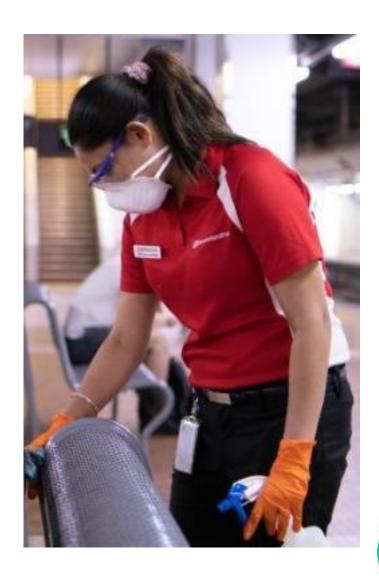
- Identify and understand the needs of our customers
- Demonstrate a positive attitude towards others
- Be solutions focused
- Add value to the customer relationship
- Meet train services and provide boarding assistance to customers as required

We take pride in our **appearance**:

- Professional image
- Clean, neat and tidy
- Full uniform
- Name badge always worn

We take pride in our **station presentation**:

- Clean and tidy including toilet facilities
- Safe, well-maintained facilities



Recruitment Process

Note: Applicants should present themselves in a professional manner at all stages of the application process, including the video interview.

Note: Below dates and timeframes are subject to change - applicants will be notified during the process.

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| Application | / 1 |

Submit your completed application by clicking the 'Apply' button, ensure you include a resume and cover letter. Applications close – **11:59pm on Sunday 16th February 2025.**

Video Interview

Shortlisted applicants will be invited to complete a short online video interview on 28th February 2025. This must be completed by **11:59pm on Wednesday 05th March 2025.**

Assessment Centre

Applicants who are successful after video interview will then be invited to attend an assessment centre on either the **Tuesday 18th or Friday 21st March 2025**

National Police Certificate

If you are successful at formal interview, you will need to apply for a National Police Certificate (Name Only), at your own expense. Receipt must be provided prior to being considered for an offer.

Reference Checks

You will be required to provide 2 x current references in order for reference checks to be conducted.

Medical Assessment

You will be required to attend mandatory Porter Pilot Medical and Alcohol and other drugs test.