

# Station Customer Service Attendant (Porter)



**QueenslandRail**

# 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

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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.

## Application

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

## Video Interview

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

## Assessment Centre

Applicants who are successful after video interview will then be invited to attend an assessment centre on either the **Tuesday 18<sup>th</sup> or Friday 21<sup>st</sup> 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.