

Station Customer Service Attendant (Porter)



QueenslandRail

Our purpose

Connecting communities.

Our vision

World-class rail services for our customers.



Our values



Values	Commitments	What we mean is...
1 Queensland Rail	Be one proud focused	We work together to achieve our objectives and do what we say we are going to do.
T reat each other with respect	Be open honest supportive	We all have a voice and a part to play by sharing information, respecting, supporting and trusting each other.
E njoy what we do	Be positive involved enthusiastic	We work together to bring humour and fun to each day and enjoy what we do.
A ct safely	Be aware prepared accountable	We look out for each other, our customers and ourselves so that nobody gets hurt.
M ake a difference	Be innovative adaptable resourceful	We encourage new ideas and fresh ways of thinking. We make it simple, and we treat every situation as a learning opportunity.

Queensland Rail

Founded in 1865

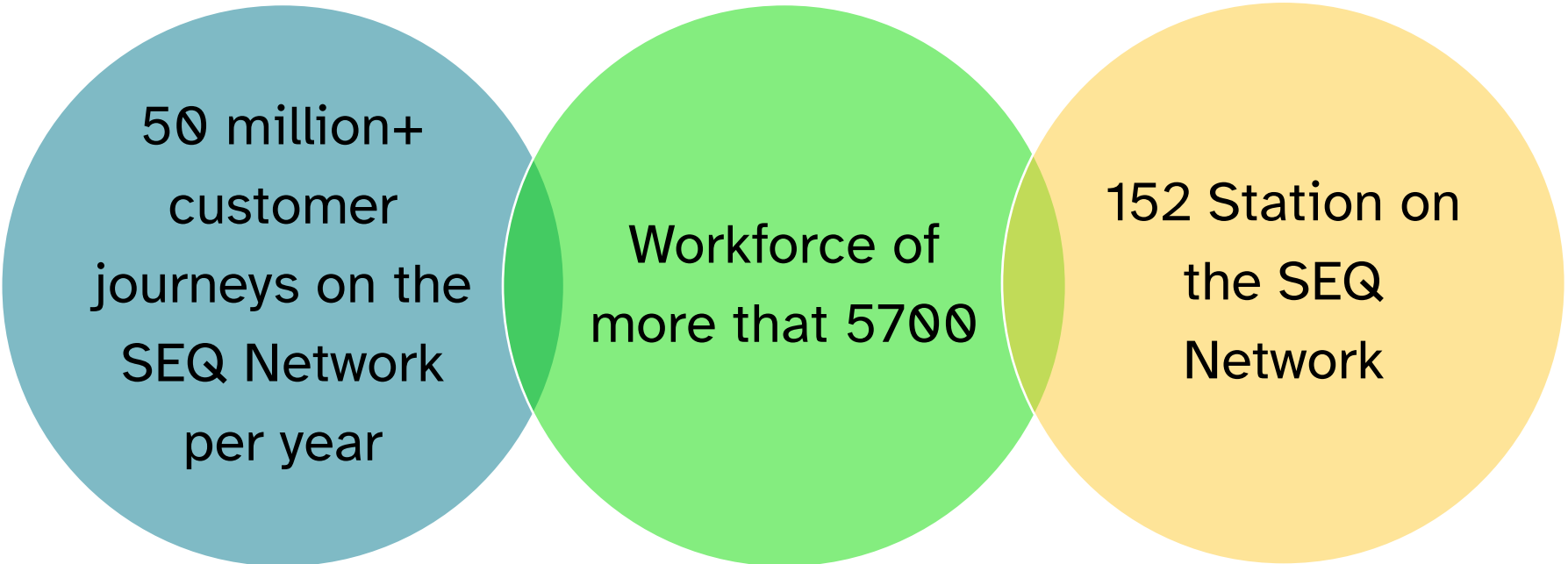
An integrated rail passenger transport and rail infrastructure business.

Owned by the Queensland Government and the people of Queensland.

We aim to be Australia's best performing railway delivering safe, on time, customer-focused and efficient rail services.

All our people are highly valued and are integral to our success.

Queensland Rail



50 million+
customer
journeys on the
SEQ Network
per year

Workforce of
more than 5700

152 Station on
the SEQ
Network

*South-East Queensland (SEQ)

Customer Charter

At Queensland Rail, we strive to set new standards of excellence in customer service. Our international customer service accreditation and our Customer Charter are testament to our customer service commitment.

There are 5 components of our Customer Charter.

One (1)

Your safety and security

- We aim to be Australia's safest railway. Your safety and security is our number one priority.
- We are committed to constantly improving the personal safety and security of our customers and people.

Customer Charter

Three (3)

Your time

- We aim to be Australia's best performing railway by providing regular, reliable services.
- We will do everything we can to maximise the number of services arriving on time and minimise the number of services cancelled.

Two (2)

Your information

- We understand the importance of having accurate, timely information. When accidents happen on our network, we will let you know the details so you can make informed travel decisions.

Customer Charter

Four (4)

Your surroundings

- We provide a clean and tidy environment by keeping our assets well maintained.
- We are committed to improving your comfort onboard the train by managing seating capacity to minimise crowding.

Five (5)

Your customer service

- We provide excellent customer service.
- We have a dedicated, customer focused team who are ready to assist you.
- We work hard to meet your needs and expectations.
- We strive to improve on our service by welcoming your feedback.

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 at all times

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.

Application

Submit your completed application by clicking the 'Apply' button, ensure you include a resume and cover letter. Applications close **–11:59pm on 21st June 2022.**

Video Screen

Shortlisted applicants will be invited to complete a short online video screen on **29th June 2022**. This must be completed by **11:59pm on 4th July 2022.**

Formal Interview

Applicants who are successful at the video screen will then be invited to attend a Group Interview (Assessment Centre) followed by a formal interview on the **12th July 2022.**

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 provide prior to being considered for an offer.

Reference Checks

You will be required to provide referees in order for reference checks to be conducted.

Medical Assessment

You will be required to attend mandatory drug and alcohol testing.