

Position Description



Position Title	Customer Contact Officer
Position No	00003471
Delegation Level	007
Job Designation	Customer Contact Officer (Switchboard)
Organisational Unit	Customer Contact Centre
	SEQ Operations
Work Centre	Ipswich
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS3 .1 - AS3 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader Customer Contact

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

Provide a world class standard of customer service by responding to and resolving internal and external customer enquiries.

Position Responsibilities

1. Ensure a rapid response to all enquiries from customers, providing an effective resolution of enquiries for customers.
2. Ensure any unresolvable calls are promptly and accurately escalated to the relevant area for resolution to occur in a timely manner.
3. Maintain knowledge of Queensland Rail's network, business groups and services to ensure that customers are directed to the appropriate QR representative in an efficient timeframe.
4. Ensure all customer contact quality systems, and processes are adhered to and complied with.
5. Conduct quality assurance activities to ensure accurate information exists in customer systems and all relevant databases.
6. Apply the principles of continuous improvement to daily operations in an area that is constantly changing.

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;
- Operate in a semi-autonomous manner and carry out these and other duties consistent with their abilities as directed by the relevant leader;
- Attend further training as required.

What is the key selection criteria

1. Substantial knowledge of Contact Centre systems,

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- procedures and facilities.
- 2. Substantial skills in the operation of Contact Centre technology and operating systems
- 3. Substantial level of oral and written communication skills, with the ability to respond to customer enquires in a timely, clear and concise manner.
- 4. Substantial knowledge of Queensland Rail's structure and services of its' Business Groups.
- 5. Substantial analytical and problem solving skills.
- 6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

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.