

Position Description



Position Title	Customer Journey Adviser (Relief)
Position No	00073127
Delegation Level	007
Job Designation	Adviser
Organisational Unit	Customer Engagement SEQ Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member/Tech Prof
Shiftworker	Yes
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Customer Communications Lead (Relief)

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

To assist Queensland Rail to manage operational communications requirements by providing timely, accurate and efficient information to customers via relevant channels.

Position Responsibilities

1. Deliver quality customer service, responses and engagement for Queensland Rail's customers via the organisation's online and social media channels, particularly relating to service information and resolving customer feedback.
2. Work with the business to research and provide quality and timely responses to complaints or queries received via Queensland RAILS relevant channels.
3. Ensure service information and changes are communicated to customers via Queensland Rail's digital platforms in a timely and accurate manner as part of an alternating roster.
4. Assist the broader Customer Experience team to deliver upon Queensland Rail's operational communication requirements for its customers and other stakeholders and provide back-up support to the team as required.
5. Maintain records in the Queensland Rail customer service database to ensure a timely and effective method in accessing customer service records.
6. Perform other duties as directed by relevant supervisors and managers to ensure an exceptional level of service is delivered.

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;

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- Work outside usual office hours as necessary.
- Provide relief as required.

This role will not be allocated a particular link in the Master Roster. Instead, it will be used to fill vacant shifts that arise due to leave, secondments and other absences. Therefore, will not have a set shift pattern.

What is the key selection criteria

1. A high level of skill in corporate communication, social media community management, and customer feedback skills.
2. High level of oral and written communication skills with a focus on writing and/or editing for complex business information for diverse audiences.
3. Substantial level of skill in interpreting operational and technical information and translating for a public audience.
4. Substantial skills in customer service and complaint resolution.
5. Sound level of skill to prioritise and work in a fast-paced and dynamic operational environment while adhering to strict deadlines.
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.