

Position Description



Position Title	Travel Consultant
Position No	00020264
Delegation Level	007
Job Designation	Travel Consultant
Organisational Unit	Contact Centre Operations Regional Operations
Work Centre	Brisbane
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 Centre

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 complete reservation, ticketing and information service for all facets of Queensland Rail Travel rail services, third party and corporate travel.

Position Responsibilities

1. Provide a high quality customer experience through the provision of:
 - a. Informative and accurate advice to customers on rail, third party and corporate travel products
 - b. Correct allocation of reservations for all Queensland Rail Travel rail, third party and corporate travel products including domestic and international travel
 - c. Correct and efficient ticketing of rail, third party and corporate travel reservations on behalf of Direct Customers, Travel Agents, Stations and Internal Customers
 - d. Accurate and timely processing of payments including credit/debit cards, cash and account holders.
2. Contribute to the maximisation of Queensland Rail Travel revenue and occupancy by up-selling Queensland Rail Travel and third party travel products and developing return business.
3. Comply with all policies and procedures regarding Queensland Rail Travel operations.
4. Maintain a high level of product and industry knowledge by attending training, familiarisation duties and industry functions where required.
5. Apply and adhere to Queensland Rail Travel Quality Assurance program in all customer interactions.
6. Maximise internal and external customer goodwill towards Queensland Rail Travel.
7. Perform other activities as directed by Queensland Rail Travel

Position Description



Customer Contact Leadership Team.

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;
- Work on a rostered basis including some rostered weekend work;
- Work outside normal working hours or perform On-Call duties if required;
- Attend further training, professional development or industry functions as required.

What is the key selection criteria

1. High level of skill in providing customer service excellence.
2. Substantial knowledge of policies, standards and processes within the Queensland Rail Travel Customer Contact business.
3. Substantial level of interpersonal, oral and written communication skills including working autonomously and as a part of a team.
4. Substantial skill in using applicable computer systems and programs with willingness to learn and implement new technology.
5. Substantial knowledge of the tourism/travel industry product and structure and its relation to Queensland Rail.
6. Substantial skill in developing and maintaining effective working relationships.
7. 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.