Position Description



Position Title	**Station Assistant**
Position No	00026365
Delegation Level	006
Job Designation	Station Assistant
Organisational Unit	Depot Co-ordination - Bundaberg Regional Operations
Work Centre	Bundaberg
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Member - CEMP
Shiftworker	Yes
Classification (Range)	OS1 .4 - OS1 .4
Pay Scale Type	Cust Serv Off Train
Reports to Position	Operation Coordinator Wide Bay

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

As directed, perform routine duties associated with station operations, to meet the demands and exigencies of the service and the requirements of customers at Travel and Tourism stations.

Position Responsibilities

1. Ensure the smooth operation of station platform and facilities.
2. Assist with safe and on time arrival and departure of Travel and Tourism Services, including platform announcements and active platform management.
3. Provide quality customer services by interacting, assisting and directing customers. Attend to customers requirements by providing a world class standard of customer service that encourages our customers to regularly use Queensland Rail services.
4. Operate station machinery and equipment as detailed in operating procedure.
5. Assist with proper upkeep, maintenance, repair and servicing of station facilities and equipment.
6. Report anything that may impact on staff or customer safety direct to Station Master, Station Supervisor or Officer In Charge.
7. Perform duties as detailed in local operating procedures (or equivalent) for each site.
8. Perform additional duties as requested by the Station Master, Station Supervisor or Officer In Charge.

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;



What is the key selection criteria

1. Sound skills in station operations.
2. Substantial customer service skills.
3. Sound interpersonal and communication skills.
4. Substantial ability to work in a team environment and autonomously.
5. Sound knowledge of Workplace Health and Safety requirements.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Pre-employment Qualifications:

What qualifications do I need to hold prior to applying for the position?:

20300281 Nat Drv Lic C (Qld A < 09.04.96)

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.