

Position Description



Position Title	Operations Support Officer
Position No	00034023
Delegation Level	006
Job Designation	Officer
Organisational Unit	Operations Support Regional Operations
Work Centre	Rockhampton
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Member - PPR
Shiftworker	Yes
Classification (Range)	AS3 .1 - AS3 .4
Pay Scale Type	ASPT
Reports to Position	Operation Coordinator Rockhampton

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

Contribute to the efficient running of On Board Services Rockhampton by providing administrative and operational support to the Operations Co-ordinator Rockhampton and performing relevant duties as directed by the Operations Co-ordinator when required.

Position Responsibilities

1. Assist with the administration of the Rockhampton On Board Services Depot by providing a substantial level of administration support to the Operations Co-ordinator.
2. Function semi-autonomously within the operation of the Rockhampton On Board Services Depot ensuring any operational issues such as organising shunts, platform allocations etc are carried out efficiently and effectively.
3. Co-ordinate the provisioning, unloading and watering on long distance passenger trains ensuring all food stuff is inspected to ensure food hygiene legislation is adhered to and presentation of products is maintained taking into consideration special dietary requirements.
4. Provide supervision for On Board Services staff, providing Trip Reports, direction where necessary and ensuring that if staff are not available in line with the roster replacement staff will be provided.
5. Operate modern office equipment (including personal computers) for the storage of information and the production of reports, correspondence and statistical data.
6. Enter financial information through the QR SAP system preparing reports on data obtained from the Point of Sale and SAP systems including reconciling variances and assist with cash handling and accounting procedures.

Position Description



7. Assist the Operations Co-ordinator in the maintenance of weekly operations rosters.
8. Assist the Operations Co-ordinator to manage the safety and well being of On Board Services staff and assets in accordance with QR's Safety Management System.

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;
- Be available to travel intrastate as required;
- Be available for callouts outside normal working hours;
- Operate in a customer service oriented manner;
- Operate in an autonomous manner exercising initiative and independent judgement as required;
- Attend further training as required;
- Work a 5 in 7 roster.

What is the key selection criteria

1. Substantial organisational, negotiation, problem solving and communication skills.
2. Substantial skill in the operation of mainframe computer systems and personal computer systems.
3. Substantial knowledge of catering operations including Hazard and Critical Control Point guidelines and food safety plans relevant to On Board Services.
4. Substantial knowledge of cash handling techniques and accounting procedures.
5. Sound knowledge of the QR Safety Management System and hazard reporting processes.
6. Sound knowledge of Traveltrain operations including train consists, carriage types and service capabilities.
7. Knowledge of and willingness to commit to and work within QR'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:

High Visibility Clothing

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.