

Position Description



Position Title	Operation Coordinator Brisbane
Position No	00034525
Delegation Level	005
Job Designation	Coordinator
Organisational Unit	Depot Co-ordination - Brisbane Regional Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Manager Regional Operations South

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 lead, coordinate and manage Onboard Customer Service and Station Operation activities in the defined area of responsibility. To promote professional culture, operational improvement and customer service excellence in line with Queensland Rail Values & Behaviours, Code of Conduct and Customer Charter. To ensure we meet all contractual obligations and legislative compliance requirements.

Position Responsibilities

1. Provide leadership, mentoring and support to depot employees, fostering a positive working environment that encourages a commitment to superior customer service, safety and operational performance.
2. Coordinate and manage efficiently, onboard services and station operation activities in the area of responsibility to achieve business and service objectives.
3. Develop, promote, implement and continually refine work practices, processes and procedures which promote greater business efficiency within the depot.
4. Provide an effective communication link for liaising between management, employees and other relevant stakeholders.
5. Conduct in depth investigations into accidents, incidents and complaints that involve depot staff.
6. Assist Operations Manager to ensure all relevant safety policies and procedures are adhered to by depot staff.
7. Monitor and analyse fiscal responsibilities and ensure monthly compliance in line with workforce training and SEMS planners.
8. Relieve in the role of Operations Manager when required to do so.



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. Extensive knowledge of customer service principles and ability to implement best practice.
2. Extensive knowledge of Food Safety legislation, HACCP and Responsible Service of Alcohol.
3. High level of leadership and management skills to achieve business and operational outcomes.
4. High level of skill in performance management, change management and workforce planning.
5. High level of analytical, problem solving, investigative and decision making skills.
6. High level of ability to work autonomously and prioritise task to achieve business objectives in a timely manner.
7. 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.