

Position Description



Position Title	Assistant Officer In Charge
Position No	00037950
Delegation Level	007
Job Designation	Officer
Organisational Unit	Gulflander - Normanton Regional Operations
Work Centre	Normanton
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 1 High Level SCW
Performance Plan Type	Team Leader
Shiftworker	No
Classification (Range)	OS4 .1 - OS4 .4
Pay Scale Type	Cust Serv Tourist G3
Reports to Position	Officer in Charge

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

Assist the Officer In Charge Normanton with the operational requirements of the Normanton to Croydon Gulflander tourist rail services and stations to ensure rail operations are carried out in an efficient and effective manner to satisfy customer, rollingstock, station operations and infrastructure needs.

Position Responsibilities

1. Assist the Officer In Charge to ensure the rail service is maintained by providing a multi skilled service including but not limited to:-
 - Undertaking Guard duties on the Normanton to Croydon 'Gulflander' rail services on scheduled and excursion runs;
 - Assisting with Gulflander reservations, ticketing and general office duties
 - Driving the Normanton to Croydon 'Gulflander' rail services on scheduled and excursion runs when the Officer In Charge is unavailable;
 - Assisting the Officer In Charge with the upkeep, maintenance, repair and servicing of all Gulflander rollingstock and equipment;
 - Assisting with upkeep, maintenance, repair and servicing of all station facilities and equipment.
2. Ensure smooth and efficient running of Gulflander services and stations when the Officer In Charge is unavailable.
3. Assist the Officer In Charge to develop a customer first culture of quality service within the 'Gulflander' operation.
4. Assist the Officer In Charge to ensure the station is operated in an effective manner in accordance with Queensland Rail regulations, standards, policies, procedures, safety, environmental and other legislative requirements.

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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;
- Attend further training as required;
- Work outside normal working hours as required;
- Regularly work in an outdoor environment;
- Operate in a semi autonomous manner within policy guidelines by exercising independent judgement under broad direction given by the Officer In Charge Normanton.

What is the key selection criteria

1. Substantial skill in working with mechanical and/or industrial machinery operation and maintenance.
2. Substantial skill in providing quality customer service.
3. Substantial communication skills.
4. Substantial station operation skills.
5. Sound level of skill in the use of computing and software packages, account keeping and managing bookings.
6. Sound knowledge of Workplace Health and Safety and Safety Management Systems.
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)
- 40009328 G_Mechanical Maintainer II Qualified

Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 All Aboard
- 40008382 PCI DSS Cardholder Data Security
- 30000912 Communications (QNRP)
- 40011352 Gulflander RTC Safeworking Assessment
- 40010129 Gulflander RTC Safeworking Course Att
- 30000908 Safely Access the Rail Corridor (QNRP)
- 40006426 Apply Fatigue Management Strategies
- 40001627 Building Emergency Procedures
- 40003802 Provide CPR 12 Mths
- 40003803 Provide First Aid
- 40011195 Accident emergency procedure Prac
- 40011332 Gulflander Drive Rollingstock
- 40011302 Gulflander Prep Rollingstock Prac Assess
- 40000609 Route Comp Drv Normanton - Croydon
- 40008655 NHS Cat 1 High Level SCW

Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 30000835 Local Induct

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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.