

# Position Description



Position Title	<b>Guest Services Attendant</b>
Position No	00049743
Delegation Level	006
Job Designation	Guest Services Attendant
Organisational Unit	KSR Onboard Regional Operations
Work Centre	Cairns
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 7 Day Worker
Classification (Range)	OS1 .2 - OS1 .3
Pay Scale Type	Cust Serv Tourist G2
Reports to Position	Operation Coordinator Cairns

## **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 high level of customer service to Kuranda Scenic Railway customers through efficient and friendly customer interaction and care for their safety and security whilst experiencing the Kuranda Scenic Railway products.

## **Position Responsibilities**

1. Provide a high level of customer service to Kuranda Scenic Railway customers in performing all duties to ensure their experience is positive in every respect and encourages them to continue to use Kuranda Scenic Railway products and promote them to potential customers.
2. Promote and assist in the provision of a safe and secure environment for Kuranda Scenic Railway customers, through continual monitoring and necessary action to prevent or address any concerns, including the provision of first aid.
3. Ensure Kuranda Scenic Railway customers are travelling with valid tickets, seated correctly and the onboard presentation of the train is kept to an appropriate standard as directed by the Senior Guest Service Attendant.
4. Perform catering duties and Gold Class service and maintain food hygiene and responsible service of alcohol accreditation.
5. Report various activities, incident information, activity reports and defect reports to the Senior Guest Service Attendant.
6. Maintain knowledge of Queensland Rail Tourist Train services and products and third party travel products, services and promotions.
7. Undertake tasks as directed by the Senior Guest Service Attendant when required, including the provision of right of way as well as the application of brakes in an emergency.
8. Undertake tasks and duties associated with all facets of Kuranda

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Scenic Railway as requested by the Operations Manager including those associated with reservations, marketing, retail and administration.

## **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;
- Operate in a customer service oriented manner;
- Attend further training as directed;
- Work outside normal working hours;
- Work in accordance with Kuranda Scenic Rail (KSR) Flexible Part Time Employment Agreement.

## **What is the key selection criteria**

1. High level of skill in providing customer service to enhance Kuranda Scenic Railway's image and create a positive experience for all customers.
2. Substantial interpersonal, communication and conflict resolution skills with a diverse clientele group.
3. Sound knowledge of Workplace Health and Safety Regulations and Food Hygiene Standards.
4. Sound food and beverage service skills.
5. Sound skill in working in a harmonious productive team environment.
6. Sound knowledge of the Kuranda Scenic Railway products.
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?:**

40004986 Responsible Serv of Alcohol

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

40007588 Wunya Induction  
40008382 PCI DSS Cardholder Data Security  
30000912 Communications (QNRP)  
30000908 Safely Access the Rail Corridor (QNRP)  
40003891 Advanced Resuscitation  
40006426 Apply Fatigue Management Strategies  
40001627 Building Emergency Procedures  
40007338 KSR OBCS Emergency Evacuation  
40004677 Provide Basic Emerg Life Supp  
40003802 Provide CPR 12 Mths  
40003803 Provide First Aid  
40011195 Accident emergency procedure Prac  
00001432 Food Hygiene  
40011196 OBCS Assistance to Customers Assessment  
40008658 NHS Cat 4 Other (No Medical Required)

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

40009601 Code of Conduct Refresher  
30000835 Local Induct  
40008169 Food Hygiene Refresher

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30000641 Guest Serv Attendant (Kuranda Rail)  
40008175 Responsible Serv of Alcohol Refresher

## **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.