

# Position Description



Position Title	<b>Operations Support Officer</b>
Position No	00070868
Delegation Level	006
Job Designation	Officer
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	Team Member - PPR
Shiftworker	No
Classification (Range)	AS3 .1 - AS3 .4
Pay Scale Type	ASPT
Reports to Position	Operation Coordinator Brisbane

## 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 operational support for Onboard staff; including active monitoring of on time running, correct rostering of staff, cash movement and reconciliation, monitoring data download from the Point of Sale system, develop reports for relevant parties including senior management. Ensure all Onboard equipment is maintained, in good working order at all times, signed for correctly by operational staff and replaced as required.

## Position Responsibilities

1. Collate and monitor data transfer procedures to ensure compliance with Queensland Rail Accounting Standards.
2. Ensure the compliance and maintenance requirements of the onboard safety equipment and EFTPOS terminals are being met.
3. Amend working roster to ensure business requirements are met in an unplanned event.
4. Manage divisional requirements including:-
  - HACCP requirements;
  - SAP input for finance;
  - Payment of invoices, petty cash and taxi vouchers;
  - Project support.
5. Produce reports for relevant parties including senior management.
6. Monitor cash flow performance, reconcile inventory variances and report on differences.
7. Order provisions as required.
8. Provide any other assistance as directed.

## Additional Factors

The appointee will be required to :-  
- Comply with Queensland Rail's Code of Conduct;

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- Observe all legal and safety obligations of the organisation;
- Travel interstate and intrastate as required;
- Be available for call-outs outside normal working hours;
- Operate in a customer service orientated manner;
- Operate in an autonomous manner exercising initiative and independent judgement as required;
- Attend further training as required.

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

1. Substantial knowledge of policies and procedures relevant to the successful use of a Point Of Sale inventory control system.
2. Substantial knowledge of Queensland Rail's Accounting policies and procedures.
3. Substantial skills in the use of Mainframe and PC based computer applications.
4. Substantial skill in exercising independent judgement and working in a team environment.
5. Substantial organisational, analytical, communication and problem solving skills.
6. Substantial oral, written and interpersonal skill.
7. Knowledge of and willingness to commit to and work within Queensland Rail'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:**

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.