

Position Description



Position Title	Passenger Services Supervisor
Position No	00076330
Delegation Level	006
Job Designation	Passenger Services Supervisor
Organisational Unit	Onboard Services - Townsville Regional Operations
Work Centre	Townsville
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Leader
Shiftworker	Yes
Classification (Range)	OS3 PSS .3 - OS3 PSS .3
Pay Scale Type	Cust Serv Oper Emps
Reports to Position	Operation Coordinator Townsville

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

Manage the Onboard environment by ensuring the optimal standard of service is provided to Queensland Rail customers in accordance with Queensland Rail guidelines.

Position Responsibilities

1. Manage the provision of front line customer service, that is in accordance with Queensland Rail Customer Service Standards and Queensland Rail's core safety principles, and in every respect encourage our customers to regularly use Queensland Rail Services.
2. Manage Onboard Customer Service (OBCS) staff ensuring role specific duties are performed in a manner which complies with relevant legislative requirements, fatigue management and roster guidelines, and Queensland Rail's values and behaviours.
3. Ensure staff adhere to Onboard Catering and Financial procedures and processes to ensure all legal and safety responsibilities of the business are complied with.
4. Ensure travelling customers are in possession of a valid ticket and issue tickets in accordance with Ticketing policy as required.
5. Supervise the acceptance, loading and delivery of customer baggage and ensure it is in accordance with OBCS luggage policy and requirements.
6. Coordinate the handover of the train to the incoming Passenger Services Supervisor at changeover locations and liaise with OBCS personnel to arrange delivery of catering supplies as required.

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;

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- Attend relevant training as required;
- Co-ordinate cash handling procedures and banking;
- Self-Sign on/off as required.

What is the key selection criteria

1. Substantial skill in the provision of a high standard of customer service.
2. Substantial skills in management of personnel.
3. Substantial interpersonal and communication skills.
4. Substantial problem solving and decision making skills.
5. Substantial knowledge of Queensland Rail ticketing policies and financial procedures.
6. Substantial knowledge of Queensland Rail's Safety Management System.
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?:

- 40003891 Advanced Resuscitation
- 40004677 Provide Basic Emerg Life Supp
- 40003802 Provide CPR 12 Mths
- 40003803 Provide First Aid
- 00001432 Food Hygiene
- 40004986 Responsible Serv of Alcohol

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.