

Position Description



Position Title	Service Assurance and Capability Adviser
Position No	00090166
Delegation Level	006
Job Designation	Coordinator
Organisational Unit	Operational Services 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	Yes
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Manager Operational Services

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 provide independent service assurance across onboard customer service operations through frontline observations, audits and operational insights, enabling operational leaders to strengthen service consistency, workforce capability and customer service outcomes.

Position Responsibilities

1. Conduct frontline observations and quality assurance audits to assess customer service standards, behavioural expectations and procedural compliance, identifying service gaps and improvement opportunities.
2. Provide immediate feedback during observation activities and escalate identified service, behavioural, and capability gaps to relevant leaders to action through established performance and development processes.
3. Analyse audit findings and identify service delivery trends, providing reports and insights to operational leaders.
4. Provide operational insights and recommendations to support improvements in customer service, workforce capability and operational practices.
5. Provide quality assurance findings, operational insights and emerging service trends to Training Coordinators and operational leaders to support capability development planning.
6. Identify operational inconsistencies, procedural ambiguities or barriers observed during service assurance activities and provide feedback to the Customer Policy and Training Adviser to support ongoing review and improvement.
7. Collaborate with employees, leaders and stakeholders to support the consistent application of customer service standards and expected behaviours.

Position Description



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;
- Be trained in all onboard roles, including Customer Service Attendant, Passenger Service Coordinator, Passenger Attendant, Passenger Service Supervisor;
- Be trained in all tourism roles, including Guest Service Attendant, Senior Guest Service Attendant;
- Availability to work 24 hours/7 days a week, in alignment with train timetable requirements;
- Work overtime as required.

What is the key selection criteria

1. High level of skill in quality assurance and auditing processes to assess service quality, consistency and compliance, and identify improvement opportunities.
2. High level of analytical and problem solving skills to interpret audit findings, identify trends and provide practical recommendations for service improvement.
3. High level of interpersonal and communication skills to provide constructive feedback, influence behaviours, build stakeholder relationships and support consistent customer service delivery.
4. Substantial knowledge of Queensland Rail customer service operations, systems, policies, standards and processes, with the ability to interpret and apply to operational scenarios.
5. Substantial collaboration and stakeholder engagement skills to foster effective working relationships and drive continuous improvement.
6. 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.