

Position Description



Position Title	Station Master (3rd Class)
Position No	00004471
Delegation Level	007
Job Designation	SM (3rd Class)
Organisational Unit	Station Co-ordination - Manly SEQ Operations
Work Centre	Wynnum
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Member - CEMP
Shiftworker	No
Classification (Range)	SM .3 - SM .3
Pay Scale Type	Stations Operations
Reports to Position	Group Station Master

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 meet the business demands of the City Network Stations division by providing and facilitating key customer service initiatives for the whole of stations environment including managing and operating stations, facilities, resources and personnel in accordance with Queensland Rail policies, procedures and regulations by providing an efficient quality customer service that enhances the business performance of the Station.

Position Responsibilities

1. Provide a high standard of safety for both Queensland Rail customers and employees and that all relevant safety regulations and Queensland Rail's ZERO Harm Policy is adhered to.
2. Provide a professional standard of customer service that in every respect meets or exceeds our customers expectations and encourages our customers to regularly use Queensland Rail services with a focus of maintaining on time running.
3. Ensure the station is operated in an efficient and effective manner in accordance with regulations, policies and procedures.
4. Ensure the proper upkeep, maintenance, repair and servicing of station facilities and equipment for customer service presentation.
5. Provide effective management and leadership to ensure a high standard of customer service and efficient operation of station operations.
6. Additional duties as required to assist in the financial compliance and operation of the station.

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;
- Work outside of normal working hours;

Position Description



- To attend further training.

What is the key selection criteria

1. Substantial level of skill in Station Operations.
2. Substantial level of skill in the provision of a high standard of customer service to both internal and external customers.
3. Substantial knowledge of workplace productivity and Workplace Health and Safety Legislation and Queensland Rail policies.
4. Substantial interpersonal and communication skills.
5. Substantial decision making and problem solving skills.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

The applicant is required to be qualified in the Stations Operations Business Level 1 or equivalent within twelve (12) months of appointment.

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.