

Position Description



Position Title	Assistant Station Master (1st Class)
Position No	00004791
Delegation Level	007
Job Designation	ASM (1st Class)
Organisational Unit	Station Co-ordination - Northgate SEQ Operations
Work Centre	Northgate
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
Classification (Range)	ASM .1 - ASM .1
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

Provide an efficient and effective quality customer service that enhances the business performance of the station. Assist in managing the operation of facilities, resources and personnel in accordance with Queensland Rail policies, procedures and regulations.

Position Responsibilities

1. Provide a high professional standard in customer service that in every respect exceeds our customers expectations and encourages our customers to regularly use Queensland Rail services.
2. Provide staff with leadership, coaching and support with the view to encouraging a positive work attitude, a co-operative team culture and commitment to superior customer service. Lead and mentor staff in Queensland Rail's Five Pillars.
3. Assist in providing a high standard of human resource management.
4. Ensure that the station is operated in an efficient and effective manner in accordance with Queensland Rail regulations, policies and procedures.
5. Ensure 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.
6. Ensure the proper upkeep, maintenance, repair and servicing of station facilities and equipment.
7. Build a strong relationship with business and community groups within the business district.
8. Provide a high quality of financial management of both costs and revenue.
9. Assist and support Managers in delivering workplace change initiatives including supporting and recognising outstanding performances.

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10. Assist in managing performance issues to the Group Station Master.

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;
- Attend further training;
- Give approval for Queensland Rail to conduct a personal criminal history check with the Queensland Police Service;
- Provide immediate written advice to Queensland Rail upon being convicted of an unlawful act;
- Successfully complete the induction course as outlined in the operations section of the Citytrain Station Standards Manual prior to commencing duty with Citytrain;
- Nominate a second Group Station Master Group location in writing in addition to their home CSC group, subject to the conditions contained in the Queensland Rail Citytrain Network Station Workplace Agreement;
- Work outside normal hours of working;
- Work a 5 in 7 roster.

What is the key selection criteria

1. High level of skill in the provision of customer service to both internal and external customers.
2. High level of skill in coaching, mentoring and leading people with a focus on customer service in a team environment.
3. High level of skills in station operations.
4. Substantial human resource management, rostering, industrial relations and conflict resolution skills.
5. Substantial knowledge of workplace productivity and Workplace Health and Safety Legislation and Queensland Rail policies.
6. Substantial interpersonal and communication skills.
7. Substantial decision making and problem solving skills.
8. 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.

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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.