

# Position Description



## Position Title **Customer Contact Systems Officer**

Position No	00064364
Delegation Level	007
Job Designation	Administration Officer
Organisational Unit	Customer Contact Centre
	SEQ Operations
Work Centre	Ipswich
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader Customer Contact

### **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 maintain the Customer Contact Centre database and associated systems ensuring business efficiency, and the provision of timely and accurate information, enabling customers to be provided with accurate information and support.

### **Position Responsibilities**

1. Provide updates and information to enhance the customer contact centre database and other associated systems. Ensuring information and correspondence provided is accurate and ethical and maintaining standards of security, data integrity and privacy.
2. Ensure staff are provided with accurate and up-to-date information regarding QR's organisational changes and services of its business groups to ensure customers are directed to the appropriate business unit.
3. Undertake administrative and operational support activities as directed by the relevant leader, including using systems, maintaining records, and resolving customer enquiries in accordance with Queensland Rail's policies and procedures.
4. Coach and mentor staff to ensure updates made across customer systems and databases are accurate and ethical, enabling cross skill development opportunities contributing to an agile team.
5. Conduct quality assurance activities when requested to ensure accurate information exists in customer systems and all relevant databases.
6. Ensure all customer contact quality systems, and processes are adhered to and complied with.
7. Provide relief duties for the Customer Contact Officers when required.
8. Apply the principles of continuous improvement to daily operations in

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an area that is constantly changing to ensure the team operates efficiently and effectively, fostering a culture which values safety, customer service and workplace diversity.

## **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;
- Operate in a semi-autonomous manner and carry out these and other duties as directed by the Customer Contact Administrator;
- Attend further training as required.

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

1. High level of skill in the development and the maintenance of customer contact centre systems and databases and software applications.
2. Substantial level of interpersonal and communication skills in a customer focussed service delivery environment.
3. Substantial level of administrative, organisational, multi-tasking and attention to detail skills.
4. Substantial knowledge of Queensland Rail's structure and services of its Business Groups.
5. Substantial level of analytical and problems solving skills
6. Substantial level of skill in PC and software applications
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.