

Position Description



Position Title	Porter
Position No	00072305
Delegation Level	007
Job Designation	Porter L2 (Service Delivery Pool)
Organisational Unit	Service Delivery SEQ Operations
Work Centre	Brisbane Centra
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)	PTR .1 - PTR .2
Pay Scale Type	Stations Operations
Reports to Position	Service Delivery Team Leader

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

Perform various duties within Station Customer Service to meet the demands and exigencies of the service and expectations of the customer.

Position Responsibilities

1. Support the delivery of customer service initiatives within Queensland Rail.
2. Attend to customer requirements by providing a high standard of customer service in a prompt, accurate and efficient manner.
3. Perform customer service duties at various station locations within the Citytrain Network including assisting station staff, working at unplanned and planned closures and special events.
4. Perform other duties such as cleaning, passenger assistance and crowd control as requested by the Officer in Charge.
5. Promote and encourage our customers to regularly use Queensland Rail services.
6. Assist in the provision of a safe environment for customers and staff.

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;
- Work shift work including weekends and Public Holidays;
- Attend further training as required.

The location of this position is not permanent and may change to meet business requirements.

Position Description



What is the key selection criteria

1. Substantial skill in providing customer service to both external and internal customers.
2. Sound oral, written communication and interpersonal skills.
3. Sound problem solving skills including working in a harmonious productive team environment.
4. Sound knowledge of Workplace Health and Safety as it relates to Station operations.
5. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Criminal History
Criminal History

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.