

Station Customer Service Attendant (Porter)



Why Join Queensland Rail

Learning & Development

- We are a vibrant learning organisation
- Thorough training programs in place to ensure you are safe and confident

Work – Life Balance

- We create and maintain a supportive and healthy work environment
- Employees have balance between work and personal responsibilities

Conditions & Benefits

- Financial benefits
- Health and well-being benefits
- Lifestyle and work benefits – Employees are entitled to free rail travel to and from work, and on duty

The Porter Role

Daily Duties

Delivering customer service excellence:

- On platforms and at ticket windows
- During planned line closures with rail replacement buses
- During service disruptions
- During special events
- To customers requiring specific assistance



The Porter Role

Daily Duties

- Monitoring, observing, and taking appropriate action to ensure the safety and security of persons and Queensland Rail property
- Maintaining a clean and tidy station facility, which will involve cleaning tasks (including cleaning bodily wastes) and some lifting



The Porter Role

Daily Duties

- Meeting all NGR (New Generation Rollingstock) services on their arrival platform, this may include walking significant distances.





The Porter Role Requirements

- Be contactable
- Be flexible (available for shift work)
- Be reliable
- Be passionate about safety and customer service
- Be able to commute to all rostered shifts throughout the network, and cannot rely on public transport



The Porter Role Expectations

We take pride in our **service**:

- Identify and understand the needs of
- our customers
- Demonstrate a positive attitude towards others
- Be solutions focused
- Add value to the customer relationship
- Meet train services and provide boarding assistance to customers as required

The Porter Role Expectations

We take pride in our **station presentation**:

- Clean and tidy including toilet facilities
- Safe, well-maintained facilities

We take pride in our **appearance**:

- Professional image
- Clean, neat and tidy
- Full uniform
- Name badge always worn



Position Locations

The advertised positions are based within the Brisbane CBD, working at **Roma Street, Central and Fortitude Valley stations**.

Through the application process, you can indicate your preference for training locations, based at the following station locations:

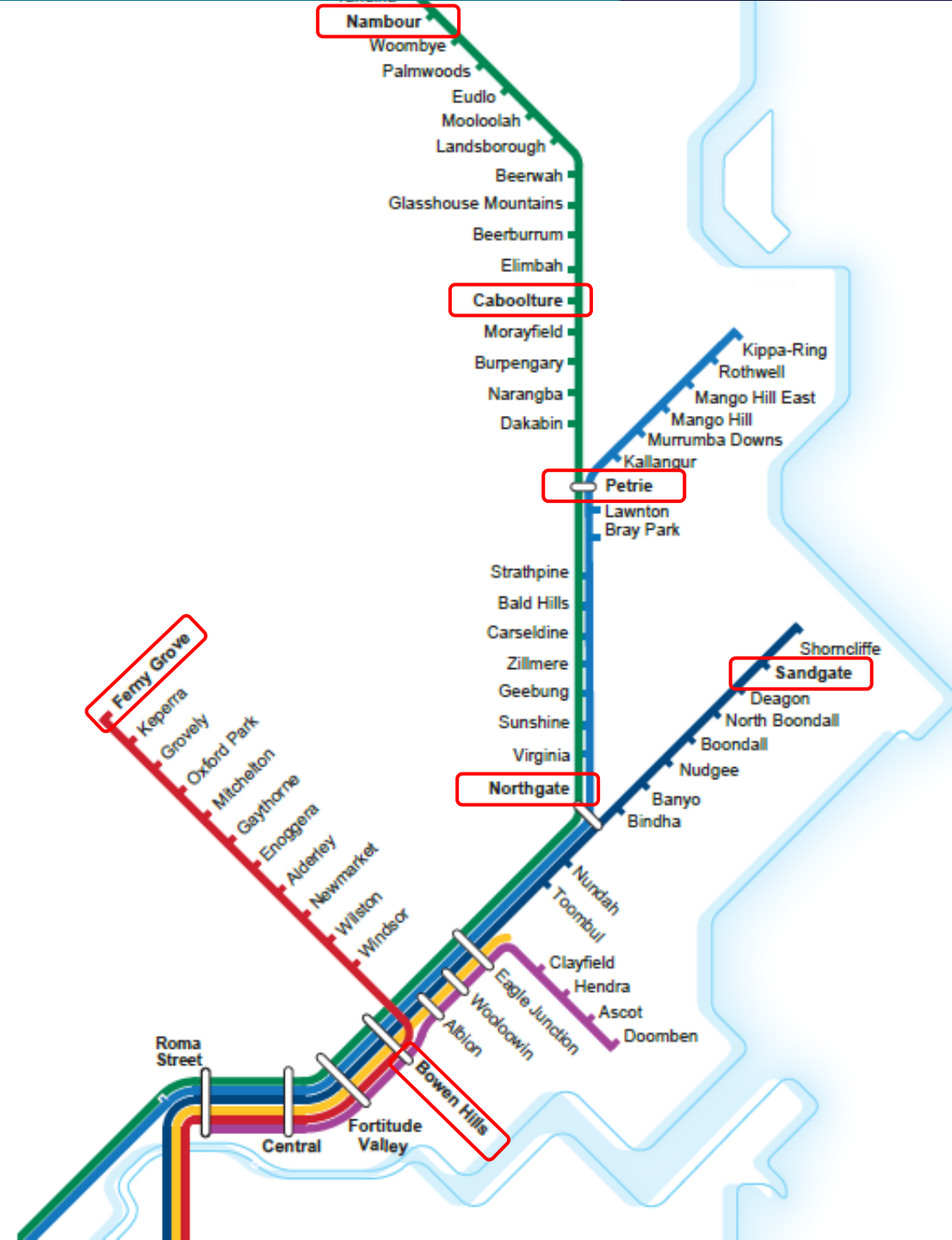
- CBD
- Nambour
- Caboolture
- Petrie
- Sandgate
- Northgate
- Ferny Grove
- Bowen Hills
- South Brisbane
- Manly
- Altandi
- Beenleigh
- Robina
- Indooroopilly
- Springfield Central
- Ipswich



Training Locations

Northside training locations:

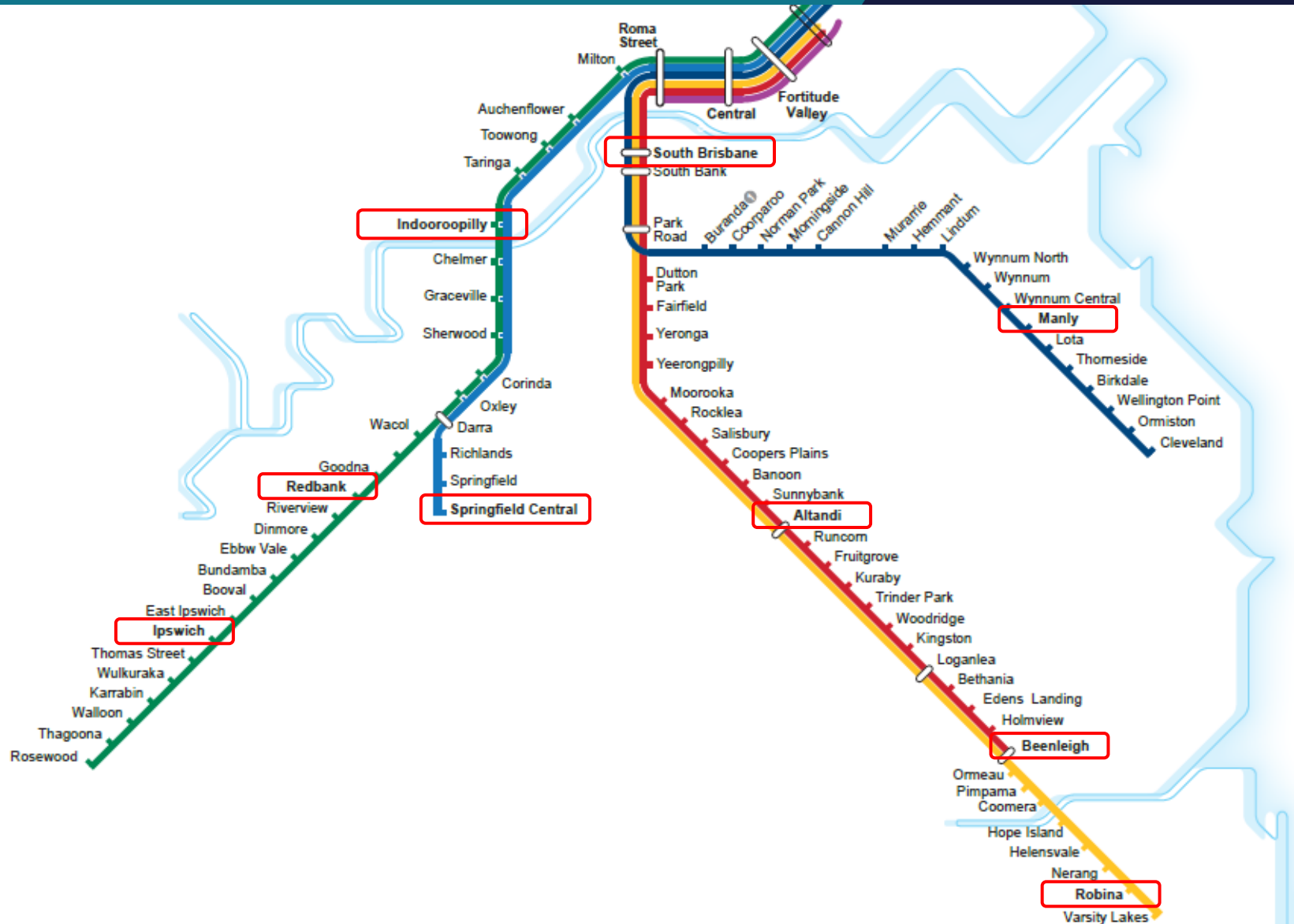
- Nambour
- Caboolture
- Petrie
- Ferny Grove
- Sandgate
- Northgate
- Bowen Hills



Training Locations

South/West training locations:

- South Brisbane
- Manly
- Altandi
- Beenleigh
- Robina
- Indooroopilly
- Springfield Central
- Ipswich



Recruitment Process



Application

Submit your completed application by clicking the 'Apply' button, ensuring you include a resume and cover letter. **Applications close 11:59pm on Sunday 16th August 2026.**

Online Assessment

Applicants will be sent an invite to complete an online assessment. This must be completed by **Thursday 20th August 2026.**

Video Interview

Shortlisted applicants will be invited to complete a short online video interview. This must be completed by **Wednesday 2nd September 2026.**

Assessment Centre

Applicants who are successful after video interviews will then be invited to attend an assessment centre. These will be scheduled over a number of dates, **commencing Monday 21st September 2026.**

** Dates and timelines are subject to change*

Recruitment Process



Criminal History Check

Applicants who are successful at the formal interview, will need to apply for a **criminal history check** (National Police Certificate - Name only), at your own expense. This must be provided prior to being considered for an offer.

References

Applicants will be required to provide **two (2) current references from direct supervisors**, in order for reference checks to be conducted.

Medical

Applicants will be required to attend a mandatory **pre-employment medical, and alcohol and other drugs testing**.

Offers

Successful applicants may be offered roles as they become available during the following 12-month period, with the earliest commencement date being **Monday 2nd November 2026**.

** Dates and timelines are subject to change*

Recruitment Process

Recruitment Process Notes

Applicants should present themselves in a professional manner at all stages of the application process, including the video interview.

Outlined dates and timeframes are subject to change – applicants will be notified throughout the process.

General information about Queensland Rail recruitment processes and FAQs can be found [here](#).

