



From June 2014, the G:link, an exciting light rail system operated by **KDR** – a joint venture between international public transport operator, **Keolis**, and Australia’s leading provider and maintainer of passenger and freight rolling stock, **Downer**, will come alive, linking people and communities along the coast. KDR is part of the GoldlinQ consortium, selected by the Queensland Government to deliver the Gold Coast light rail.

The light rail is central to the Gold Coast City Council’s ‘Bold Future’ vision to be a leader in sustainable living through the creation of a world-class, reliable and integrated transport network.

ASSISTANT CUSTOMER SERVICE OFFICER

Are you looking for an exciting and excellent career development opportunity within a dynamic and challenging environment?

Do you want to be involved in an historic event on the Gold Coast?

Can you “Think Like a Passenger”?

If you answered yes to the above then please read on!

We are looking for Assistant Customer Service Officers to join our Customer Service team for a 12 month period commencing April 2014.

As an Assistant Customer Service Officer, you will be responsible for the full customer experience. Working closely with our Customer Service Officers you will be the direct contact with our customers at stations and on board the trams for the provision of revenue protection, public information, customer assistance, safety and the cleanliness of our environment.

Position Responsibilities:

- Answer passenger questions about services, transport connections, how to get to local attractions and ticketing.
- Enhance passenger security by maintaining a visible presence on stations and trams.
- Deal with passengers during operational disruptions and take direction from the Operational Control Centre
- Help customers to purchase the correct ticket.
- Uphold the company’s values and deliver the Customer Charter (our promise to our customers).
- Support the company in promoting the Light Rail to the community.
- Use of ticketing and revenue protection equipment.

The Successful Candidate:

- Will always put our customers first.
- Must be able to work well as part of a team and autonomously.
- Must be willing and able to work in all weather and under pressure.
- Must be willing to work across a 7 day rotating roster including nights.
- Is fluent in English, with excellent written and verbal communication skills.
- Has the ability to identify and solve problems in a structured and professional way.



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CITY OF
GOLD COAST.



Queensland Government

- Must be willing to take on external studies in tourism at no expense to you.
- Must be legally entitled to live and work in Australia
- Must be able to lead an evacuation of a station or tram (anywhere on our network).

Qualifications:

- School certificate or equivalent working experience
- No Transport industry experience is required as we are prepared to train and invest in candidates who meet our profile requirements and have the right attitude!

There will be an intense 2-3 month training period on commencement of the role. If you feel you have what we are looking for then please apply online today to Melissa Stone, HR Director at melissa.stone@kdragoldcoast.com.au



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