



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.

CUSTOMER INFORMATION 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.

As one of our Customer Information Officers, you will be responsible for enhancing the positive customer experience with the delivery of speedy and reliable customer information and response to queries from the public. Based in Southport at the Depot Operational Control Centre, you will provide information to and correspond with passengers and staff, and support the Marketing and Communications Manager as requested.

Position Responsibilities:

- Provide information to passengers on the system via our Public Address System, Passenger Information Displays and Website
- Provide information about service quality to external information providers (local radio, Translink, etc.)
- Inform staff, passengers and potential passengers of the situation during disruptions
- Answer written and telephone queries from the public
- Answer Passenger Help Point calls from stations
- Assist with compiling responses to claims or incidents reports
- Support the Marketing Communications Manager as requested

Profile Requirements:

- Fluent in English with excellent written and verbal communication skills and clear phone manner
- Knowledge of the local area and the G:link network
- Able to compose and deliver clear, brief and accurate information messages
- Capable of working under pressure with ability to follow operational procedures at all times



Australian Government

CITY OF
GOLD COAST.



Queensland Government

- Experience in using a multiline telephone system, radio system and other system equipment a plus (training will be provided)

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 to work across a 7 day rotating roster including nights.
- Must be able to sit at a desk in a closed environment in our Operational Control Centre for the entire shift
- Must be willing to take on external studies in Tourism at no expense to you
- Is legally entitled to live and work in Australia

Qualifications:

- School certificate or equivalent working experience
- Experience in a customer or information provision role, ideally in a call centre environment or similar
- No transport industry experience is required as we are prepared to train and invest in the right candidates with 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@kdrgoldcoast.com.au



Australian Government

CITY OF
GOLDCOAST.



Queensland Government