



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 SERVICE OFFICER

Are you looking for an exciting and excellent career development opportunity within a dynamic and challenging environment? We are looking for candidates to apply for future upcoming roles working with the Gold Coast Light Rail Customer Service team! Positions will become available mid-2014.

Please note this is a Translink Authorised Person category level position, which involves enforcing the law via infringements and revenue protection, and as a result you will need to pass an intense 4 week training course in all relevant areas of law should you be successful with your application. Much like the police force, your continued employment with KDR Gold Coast will depend on you passing these exams. This may therefore involve weekend/evening study in your own time. Please only read on if you are still happy to proceed knowing this information!

As one of our Customer Service Officers, you will be responsible for the full customer experience. 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, diffusing conflicts, and managing crowds
- Deal with and help passengers during operational disruptions and take instructions from the Operational Control Centre



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- Protect Translink revenue by performing ticket checks and issuing 'penalty notices' in accordance with Translink procedures
- Uphold the company's values, and 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.
- Fluent in English with excellent written and verbal communication skills.
- Ability to identify and solve problems in a structured and professional way.
- Must be willing to take on external studies in Tourism at no expense to you.
- 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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