

POSITION DESCRIPTION

Position:	Senior Customer Attendant
Position No:	Various
Classification:	SNCA
Directorate:	Customer Service Delivery
Division:	Various
Reports to:	Area Customer Service Manager
Location:	Various
Health Assessment Category:	Category 3
Date:	April 2016

Primary Purpose

The Senior Customer Attendant will be required to lead and coordinate a broad range of station functions, including though not limited to, customer service, station operation coordination and planning, station presentation, revenue protection, ticketing and general maintenance. The purpose of this position is to act as a team leader at the relevant location, manage any direct reports, ensure that the location is maintained to applicable quality and safety standards, and continually provide a high level of customer service to customers.

Organisational Environment

On 1 July 2013 NSW TrainLink was formed to serve regional communities in NSW. We brought together intercity and regional rail services and coach services into one organisation to focus on the needs of customers travelling longer distances.

Each year our customers make more than 34 million journeys across train and coach networks which extend to Brisbane in the north, Broken Hill in the west and Melbourne in the south.

In the coming years we will be getting ready to operate state's next generation train fleet for customers travelling from the South Coast, Blue Mountains, Central Coast and Newcastle to Sydney. Expected to be delivered from 2019, the new intercity fleet is a multi-billion dollar investment to provide improved levels of comfort, convenience and reliability.

The purpose of NSW TrainLink is to **connect people and communities throughout NSWpeople to choose us because we are a better way to go.**

We will achieve our purpose by focusing on activities that will deliver our Business Objectives of:

- **Growth:** The use of our services demonstrates the value we add to the community and secures our continued operation.
- **Safety and Security:** People will only travel with us if they feel safe and secure.
- **Engaged workforce:** Staff with the right skills and behaviours are able to deliver better customer experiences.
- **Cost effective service delivery:** We need to provide value for money for our customers, the community and government.
- **Transport Cluster outcomes:** We work with the Cluster to deliver improved transport outcomes for the community and economy of NSW.

As part of the Transport Cluster, NSW TrainLink is committed to the Transport for NSW purpose – To make NSW a better place to live, do business and visit, by managing and shaping the future of the whole transport system. The Transport Cluster values of Customer Focus, Collaboration, Integrity, Safety and Solutions define how we do things. So we can live these values we have a set of Customer First principles that provide guidance to our staff on how we work together to become a better way to go. We place the customer at the centre of everything we do, actively listening and engaging with customers. Specifically, our Customer First principles are:

1. **One Team** – We value each other and actively work together
2. **Choose Safety** – We take actions so everyone gets where they are going safely
3. **Presence** – We know ‘being there’ makes a difference
4. **In the know** – We listen and share our knowledge with our customers
5. **Own the solution** – We find and deliver flexible solutions for our customers

Every person works in a collaborative manner, as one extended team, each playing an important part in shaping the results that are delivered to our customers, the community and the economy.

Reporting Relationships

The Senior Customer Attendant reports directly to the Area Customer Service Manager (ACSM) along with the following positions:

- *Customer Attendant (Qualified)*

Positions that report to the *Senior Customer Attendant* are: *Various – dependent on locations staffing structure*

- *Customer Attendant (Qualified)*
- *Customer Attendant*

Key Accountabilities

1. **Teamwork** – Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.
2. **Safety** – Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
3. **Ethics and Probity** – Promote and adhere to the Public Sector Values of Integrity, Trust, Service and Accountability, and the organisation’s Code of Conduct and manage business processes to ensure the proactive identification of risk and the

review and improvement of systems designed to minimise or eliminate fraud and corruption.

4. **Customer Service** – Utilising the Regional reservation system and provide customers with information and services (e.g. bookings, re-bookings, transfers, luggage check-ins/transfers, announcements) to ensure a positive customer experience. This also includes responding to incidents as required, ensuring safety is prioritised, customers are kept informed and reports are submitted (as required).
5. **Team leadership** – Lead, coordinate and manage location operations and staff to ensure a high level of customer service, safety and staff engagement. This also includes maintaining attendance records for direct reports, preparing rosters and allocating tasks.
6. **Continuous Improvement** – Continuously review processes and identify opportunities to improve station facilities, operating procedures and enhance customer experience.
7. **Station Operations** – Effectively manage cash handling procedures, perform cleaning and maintenance activities to ensure buildings; facilities and surroundings are presented and maintained to applicable health and safety standards.

Key Challenges

- *Dealing with work peaks and pressures as they occur, understanding that this may often be in unplanned circumstances.*
- *Developing, motivating and ensuring all team members are providing quality customer service whilst working safely and efficiently.*
- *Continuously assessing the quality and appearance of the location to ensure expected standards are continually met.*
- *Providing detailed reports/summaries in regards to issues, complaints, concerns and/or queries that may arise.*
- *Ensuring safety is continually the first priority for both customers and employees.*

Position Dimensions

- Staff (Direct): Various – dependent on location
- Staff (Indirect): 0
- Budget Nil

Key Relationships

This role will be required to interface on a regular basis with other teams across NSW TrainLink and the Transport Cluster, as well as operating agencies such as Sydney Trains, State Transit Authority and Roads and Maritime Services and other government agencies.

Selection Criteria

1. Experience in a customer service environment with a customer centric ethos.

2. Good verbal and written communication skills and the ability to deal effectively with people at all levels.
3. Capacity to operate both independently, using initiative and self-direction, and as a team member to produce consistently high quality work.
4. Ability to use initiative and maintain a high degree of confidentiality, discretion, and judgement while maintaining a strong customer service approach.
5. *Knowledge of or ability to quickly acquire knowledge of NSW Trains rail passenger services, systems, routes and timetables.*
6. *Experience in leading and managing staff in a customer service environment, with a proven ability to allocate and manage tasks, time frames and conflicting priorities.*
7. *Experience in the use of and ability to learn functionality of reservation systems.*

PERFORMANCE STANDARDS,

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Personal ownership of safety demonstrated through proactive risk based decision making • Role model for visible leadership and appropriate safety behaviours • Safety improvement goals and Division safety programs (e.g., Target Zero) understood and implemented with measurable impact • Safety strategy translated and improvements realized through regular communication and interactions with safety advisors/ reps and coaching in safety leadership • Safety management system and procedures in place and followed and barriers to safe working environment removed
CUSTOMER	<ul style="list-style-type: none"> • Effective working relationships with stakeholders enhanced customer experience • Customer outcomes achieved through teamwork and quality • Delivery of operating plan ensured timeliness, information, passenger safety and cleanliness for customers • Reliable and timely information improved customer satisfaction • Demonstrated awareness of relevant community issues
PEOPLE	<ul style="list-style-type: none"> • Organisational changes approached with integrity and resilience • Actively listened to and built positively on others' ideas • Displayed fairness, exhibited trust and created real teamwork and sharing • Business direction, team purpose and change agenda understood, agreed to and work activities aligned • Sought formal and informal development opportunities for growth • Proactively sought and maintained collaborative working relationships with peers and manager to deliver results
COMMERICAL	<ul style="list-style-type: none"> • Reliable results achieved by utilisation of agreed methods and measures

	<ul style="list-style-type: none"> • Improvements suggested and processes constructively questioned • Cost savings achieved through effective use of resources • Suggested improvements and constructively questioned processes to improve • Targets, due dates and quality standards met
TRANSPORT CLUSTER RPROGRAMS	<ul style="list-style-type: none"> • N/A