

# Role of a Customer Service Attendant



# Role Overview

You are the face of **Sydney Trains**, the experience customers have when travelling with our network **starts with you**.

Providing exceptional customer service is a key expectation in your role.

We'll run through some of the key requirements of a Customer Service Attendant.

## Uniform and Grooming Standards

**Sydney Trains** employees must present themselves in a professional manner including;

- Wearing designated uniform
- Look presentable (clean shaven, hair neat and tidy, clean uniform)
- Wear any required safety gear appropriate to operations (e.g. hi-vis vest when flagging trains)



# Be Visible and Accessible

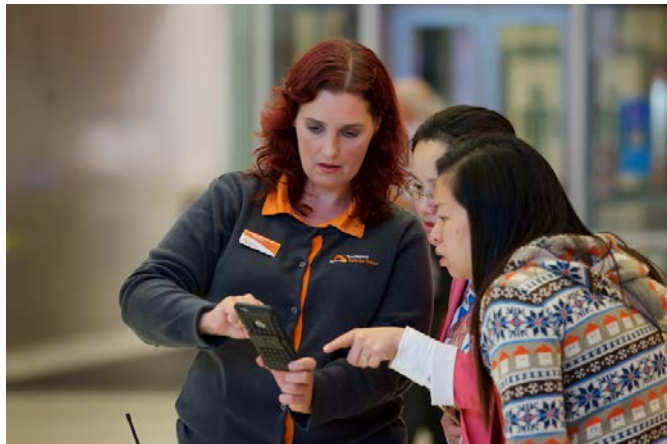
At all times you must be **visible** and **accessible** to our customers. If they have questions **be available to help**.





# Use Technology

To perform your role you will need to **utilise technology**, this will help you provide customers with directions, train times etc (information with iPhones and Platform Hubs on station), log issues that you identify during station safety and security checks.



# Opal Ticketing

Assist customers with enquiries about the

**Opal** ticketing system which includes:

- How it works
- Where they can buy an Opal Pass
- How to top it up etc



# Special Events

Be involved in special events such as:

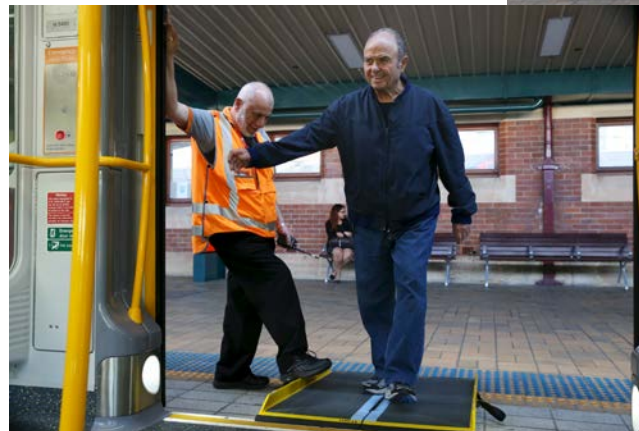
- Easter Show
- Vivid
- New Years Eve



# Assisting customers with mobility issues

Assist customers with mobility issues and disabilities including;

- Preparing the wheelchair ramp for customers boarding and disembarking trains
- Help people with prams etc.





# Key Activities of a Customer Service Attendant

- At **all times** you must be **visible** and **accessible** to our customers. If they have questions or need assistance, **be available to help** (e.g. parents with prams)
- To perform your role you will need to **utilise technology**, provide customers with directions, train times etc. (on your Sydney Trains issued iPhones)
- Assist customers with enquiries about the **Opal ticketing system**
- Be **involved in special events** (Easter Show, Vivid, New Year's Eve)
- **Assist customers** with disability (e.g. wheelchair ramps on and off trains)
- **Cleaning**



# Rail Safety

- ✓ Manage platforms and train running, including dwell management
- ✓ Dwell management support for up to 12 trains per hour, per platform in peak hour at operationally significant stations
- ✓ Ensure customer safety when alighting and joining trains
- ✓ Qualified Rail Safety Worker

# Customer Safety

- ✓ Manage crowding
- ✓ Remove hazards to prevent slips, trips and falls
- ✓ Make Public Address (PA) announcements





# Cleaning responsibilities

- ✓ Emptying bins and sweeping platforms
- ✓ Work Health & Safety Cleans (e.g. vomit, blood, urine etc.)
- ✓ Cleaning of toilets
- ✓ WHS spot cleaning of trains as required
- ✓ Supporting dedicated cleaning teams as required. Keeping your immediate area clean (picking up litter etc.)
- ✓ There are 16 stations with dedicated cleaning teams but at all other stations the CSA is responsible for all the day to day cleaning



# The Work Environment

- ✓ Sydney Trains operate 24/7 every day of the year including Christmas, New Year's Eve and all other holidays
- ✓ The role is physically demanding. You can be required to stand for long periods
- ✓ You will need to be reliable and attend your shifts on time
- ✓ Required to work rotating rosters with varied shift times including night work
- ✓ Part Time employees work no less than **20** hours and up to **38** hours per week (excluding training periods). The shift times are determined
- ✓ As shifts are rostered there is little flexibility to work around your schedule (e.g. University classes, a second job)
- ✓ Full Time employees work **76** hours per fortnight
- ✓ Sydney Trains have a Fatigue Management policy to support staff

# Typical Station Hours

Group	Opening Hours	Number of STNs	Staffing Model	Example locations
1	0600 - 1400	21	Single person station	Bexley North, Turella, Schofields
2	0600 - 1900	74	Single person station	Stanmore, Wentworthville, Padstow, Leumeah
3	0600 - 2200	19	Single Staff or Multiple staff with an allocated Station Duty Manager	Wolli Creek, St Leonards, Leppington, Mortdale
4	24 hours	54	Multiple staff with an allocated Station Duty Manager	Central, Hornsby, Blacktown, Sutherland

## Position types that you may be offered

Roster Description	Full Time Codes		Part Time Codes	
Fixed line of roster	PFT	Permanent Full Time	PPT	Permanent Part Time
Reducing Time line of roster	RDT	Permanent Full Time Reducing Time	PPD	Permanent Part Time Reducing Time
Holiday relief roster	PMR	Permanent Full Time Relief	PPR	Permanent Part Time Relief
Augmented Relief	PAR	Permanent Augmented Relief		



# Position types that you may be offered - RPAR

- ✓ The majority of new Customer Service Attendants in Sydney Trains commence in a RPAR position
- ✓ This is a permanent on-going position, with no Master Roster
- ✓ These positions provide shift coverage across the Sydney Trains network, with shifts and locations potentially changing day to day
- ✓ After 6 months in a RPAR position (or any other position type) you may nominate to transfer to a different position type, allowing you more roster certainty and locations better suited to your needs
- ✓ If you are employed on a part-time basis, after 6 months of employment you are eligible to transfer to a full-time position
- ✓ The RPAR position gives you greater visibility across the Network and allows you to further develop skills at different stations

# Detailed Roster Information

## **Fixed Line of Roster: PFT/PPT**

You will be allocated a Master Roster, which generally does not change throughout your 28 day roster cycle. As the Operational requirements of the business dictate, you may be asked to work at other locations although this would normally only occur after a discussion with you.

## **Reducing Time Roster: RDT/PPD**

You will be assigned to a Master Roster, with the primary function of covering shifts created from another employee's RDO & ADO's. Your shifts can be altered day to day, as required by the business. Your roster may include 'SPARE' days, where you are not assigned a specific shift and will be directed by rostering as the business needs.

## **Holiday Relief Roster: PMR/PPR**

You will not be assigned a Master Roster but follow the Annual Leave Roster of a set group of colleagues. Your shifts can be altered day to day, as required by the business. Your roster may include 'SPARE' days, where you are not assigned a specific shift and will be directed by rostering as the business needs.

## **Augmented Relief: PAR/RPAR**

You will not be assigned a Master Roster but will provide shift coverage across the network as required. Your shifts can be altered day to day, as required by the business. Your roster may include 'SPARE' days, where you are not assigned a specific shift and will be directed by rostering as the business needs. Although considered a shift worker, if no approved shifts are available, your roster will revert to Monday thru Friday until approved shifts become available.

# Benefits, Entitlements and Policy

The starting rate for Customer Service Attendants is **\$28.59** per hour

In addition to the annual salary employees receive:

- ✓ 9.50% superannuation
- ✓ Penalty rates (as applicable)
- ✓ Shift allowances (as applicable)
- ✓ Annual leave loading
- ✓ Overtime (when required)
- ✓ Annual pay increases, currently 3%



# Benefits, Entitlements and Policy continued..

All Sydney Trains employees receive an employee travel pass on NSW Public Transport system including:

- ✓ Sydney Trains
- ✓ NSW Trains (NSW Trainlink)
- ✓ State Transit Buses
- ✓ Sydney Ferries
- ✓ Sydney Metro

Leave Entitlements include:

- ✓ Annual leave: 5 weeks per year (shift workers)
- ✓ Long service leave: 2 months after 10 years of service
- ✓ Maternity leave: 14 weeks
- ✓ Sick leave: 15 days per year

# Medical and Fitness Assessment

CSA require a Category 3 Medical Assessment

This is a complete physical assessment that includes:

- Hearing test
- Drug and alcohol screening
- Health questionnaire
- Vision (Defective Safe A)
- Conditions that could cause loss of vigilance such as psychological or sleep disorders
- Conditions that could cause collapse such as diabetes or epilepsy
- Musculoskeletal capacity
- If further tests or medical opinions are required this will be at your own cost
- This medical is subject to change pending Sydney Trains requirements

# Medical and Fitness Assessment

As part of your pre-employment health assessment, Sydney Train's drug and alcohol policy requires you to register a negative urine drug screen and a breathe reading of 0.00g/100ml.

- Sydney Trains has a zero tolerance Drug and Alcohol Policy
- Protects the health and safety of all employees, customers and the general public
- Aims to minimise accidents, incidents or injuries due to the misuse of drugs or alcohol
- Sydney Trains conducts random drug and alcohol testing
- Consequences of being caught under the influence are severe:
  - Dismissal and loss of employment benefits
  - Up to six months imprisonment
  - Criminal charges
  - Discipline action



# Customer Service Attendant Training:

The Customer Service Attendant training is a combination of off-the-job and on-the-job training.

- ✓ **Off-the-job training:** The initial training is classroom-based at TfNSW Training College located in Petersham
- ✓ **On-the-job-training:** Following the classroom-based training you will have a short period of 'on-the-job' training at a nominated station

You are accountable for your own learning journal and demonstrating the appropriate skills, knowledge and attitude.

Training is conducted on a **full-time** basis and runs for 3 weeks.