

Role Description

Customer Service Coordinator



Cluster	Transport and Infrastructure
Agency	NSW TrainLink
Division/Branch/Unit	Regional & Outer Metropolitan / Network Services / Network Services Coordination Centre
Location	Green Square
Role Grade/Band	RC04
Role Number	51021373, 51021374, 51021475, 51021476, 51021477, 51021478, 51021479, 51021480, 51021481 51021482
Kind of Employment	Permanent Full Time
ANZSCO Code	541211
PCAT Code	1111492
Job Code	
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	May 2020
Agency Website	www.transport.nsw.gov.au/nswtrains

Agency overview

NSW TrainLink is a multi-modal regional passenger transport service provider, providing rail and coach services across NSW and connecting NSW to Victoria, Queensland and the Australian Capital Territory. As an agency of the Transport Cluster, NSW TrainLink provides rail and coach services to deliver integrated and flexible transport solutions and improved transport outcomes for the community and to stimulate the economy of regional NSW. Our aim is to help make regional NSW a great place to live, work and visit.

Primary purpose of the role

The Customer Service Coordinator is responsible for providing real-time customer service information across a range of customer-related requirements supporting intercity services.

Key accountabilities

- Respond to and manage onboard customer interaction and messaging (help point calls) remotely, utilising CCTV to monitor onboard customer conditions, and provide information to customers and drivers and crew to ensure all customer assistance and enquiries are actioned
- Facilitate approved processes and procedures in relation to customer-related incidents, including railway emergency and security incidents, controlled evacuation, detainment scenarios, boarding assistance and medical assistance ensuring passenger safety

- Provide real time customer messaging services to ensure customers are notified of incidents, delays to journeys and alternative travel arrangements, and ensure all assistance and requirements are met in a timely manner to support our customers.
- Manage the Network Services Coordination Centre (NSCC) message library to ensure access to accurate and up to date text messages service for distribution to the train
- Input data relating to requests and customer requirements (such as boarding information) into relevant management systems in compliance with approved policies and procedures to ensure flow of communication to relevant stakeholders, and to capture information on delays and disruptions for reporting purposes
- Collaborate with security and incident and emergency response teams to ensure flow of information to impacted customers
- Work collaboratively with the Network Service Coordination team in deploying alternative customer journey plans including the deployment of disruption coaches, taxis and communicate with stations Regional Customer Service Support Centres (RCSCs) to limit impacts to customer journeys and experience
- Execute safety responsibilities, authorities and accountabilities consistent with NSW TrainLink's safety management system requirements as defined in SMS document number SMS-02-SP-5062 and safety plans

Key challenges

- Understanding NSW TrainLink's customers and key stakeholders within the rail operating environment
- Managing accurate and consistent messages, and broadcasting announcements to multiple trains in various geographic locations
- Coordinating emergency response priorities and problem solving in a challenging, time critical environment

Key relationships

Who	Why
Internal	
Direct Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Assist and coordinate when there are multiple help point calls
Work Team	<ul style="list-style-type: none"> • Confirm information on customer journey impacts • Provide guidance with alternative customer journey plans • Assist with multiple help point calls • Assist during disruptions and emergencies in other regions
Stakeholders	<ul style="list-style-type: none"> • Work collaboratively to exchange information to support customer journeys • Provide consistent and reliable customer information and operational support • Communicate customer journey impacts in a consistent and reliable manner
External	
Customers	<ul style="list-style-type: none"> • Provide real-time customer information and respond to requests for assistance
Emergency Services	<ul style="list-style-type: none"> • When requested to assist with liaison with Emergency Services by the Sydney Trains Security Control Centre (SCC), ROC teams or under advice from relevant Rail Infrastructure Manager (RIM).

Role dimensions

Decision making

As per delegations for the role

Reporting line

The role reports directly to the NSCC Shift Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Rotating Shifts including shift work and weekends (extended hours may be necessary at short notice)





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Actively listen to others and clarify own understanding Write fluently in a range of styles and formats Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Identify opportunities to use a broad range of communications technologies to deliver effective messages• Understand, act on and monitor compliance with information and communications security and use policies• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business• Support compliance with the records, information and knowledge management requirements of the organisation