

POSITION DESCRIPTION

Position:	Passenger Attendant
Position No:	Various
Classification:	PASAT
Directorate:	Customer Service Delivery
Division:	Regional Management
Reports to:	Onboard Customer Service Team Leader
Location:	Various
Health Assessment Category:	Category 2
Date:	February 2016

Primary Purpose

The Passenger Attendant undertakes a range of onboard functions with a sound knowledge of policies, procedures and guidelines. Such functions include customer service and onboard cleaning. The Passenger Attendant completes designated tasks with guidance and supervision in accordance with the NSW TrainLink Food Safety Program.

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 NSW****people 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 Passenger Attendant reports directly to the Passenger Service Supervisor.

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** –
 - a. Attend to customer needs as required in a polite and courteous manner and in accordance with stipulated standards, procedures and legislative requirements.
 - b. Provide service to NSW Trains customers in the following areas:
 - i. Service of main meals, snacks and beverages

- ii. Tray services for infirm, elderly, parents with children
- iii. Ticketing, on boarding and off boarding customers
- iv. Communication of announcements to customers via the public address system.
- c. Clean and maintain the presentation of the train including (catering facilities; corridors; vestibules; toilet/bathroom; sleeping/sitting cabins; luggage storage areas) the disposal of garbage in the defined manner.
- d. Follow guidelines and procedures to ensure food safety standards and requirements are met in relation to the receipt and carriage of food
- e. Inform Passenger Service Supervisor / Senior Passenger Attendant of any problems arising that cannot be dealt with in relation to passenger customer service.

5. Safety and Security –

- a. Ensure a safe environment for customers and staff in accordance with prescribed regulations.
- b. Carry out safe working duties.
- c. Render first aid when necessary.
- d. Execute safety responsibilities, authorities and accountabilities consistent with NSW Trains safety management system requirements which are defined in SMS document number SMS-02-RG-5058.

6. People –

- a. Assist in the delivery of efficient and effective service in line with NSW Trains business objectives and service standards.
- b. Deliver high standard and timely communications to customers and onboard staff.
- c. Maintain a high level of personal grooming and presentation at all times.

Key Challenges

- Being aware of the sensitivities of operating in a public sector environment
- Managing the expectations of a variety of different customers (both internal and external)
- Maintaining a professional image and providing quality customer service during difficult times and under adverse conditions
- Managing customer interactions to ensure a positive outcome
- Prioritising work to meet challenging situations and unforeseen circumstances
- Being aware and understanding that all decisions can have an effect on customer service and safety

Position Dimensions

- Staff (Direct): 0
- Staff (Indirect): 0
- Budget: n/a

Key Relationships

This role will be required to interface on a regular basis with a number of groups including the following:

- On board Team Leader
- Catering officers
- Customer Service group

- Drivers
- Passenger Service Supervisor
- Senior Passenger Attendants
- NSW Trains / Sydney Trains station staff
- Emergency Services (e.g. Police, Paramedics)
- Customers

Selection Criteria

1. Experience in a customer service environment.
2. Sound interpersonal and customer relations skills.
3. Sound written and oral communication skills.
4. Sound analytical, decision making and problem solving skills.
5. Demonstrated ability to work in a team environment.

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Safety goals achieved through personal commitment, no harm to self or others and participation in safety initiatives • Hazards and incidents identified and reported • Use safety management systems • Safety principles, procedures and practices followed • Competence for role achieved through required training
CUSTOMER	<ul style="list-style-type: none"> • Customer service standard in the areas of timeliness, information, passenger safety and cleanliness understood and met • Consistent and reliable results for customers achieved by following agreed methods and measures • Self-discipline raised standards and delivered improved customer outcomes • Immediate customer satisfaction achieved through use of initiative
PEOPLE	<ul style="list-style-type: none"> • Demonstrated behaviour consistent with enterprise values/behaviours • Change efforts actively participated in • Team purpose understood • Learnt from mistakes • Demonstrated awareness of own impact on others • Relationships with peers and managers developed and maintained • Effective communication with peers and manager contributed to teamwork and sharing
COMMERICAL	<ul style="list-style-type: none"> • Tasks completed as requested and quality standards met • Agreed methods used to efficiently complete tasks • Process improvements suggested • Costs considered when resources used