



Customer Service Attendant

Full-Time and Permanent Part-Time

Information Pack

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How to use this information pack

This Information Pack contains everything you need to know before applying for the role.



Read *all* the information in this pack.



Think carefully about whether this role is right for you and your lifestyle.



You will be tested on how well you understand and retain the information in this pack throughout the application process, so study it carefully.

We look forward to reviewing your application and hope to welcome you aboard soon!

Being a Customer Service Attendant with Sydney Trains

Have you got what it takes?

Being a Customer Service Attendant (CSA) with Sydney Trains is an awesome job. You get to join a friendly and passionate team, travel all over Sydney and get hands-on with technology; all while making a real difference for our customers, connecting them to work, school and loved ones.

What is it really like?

Being a CSA with Sydney Trains is a rewarding job. Every day, we assist customers from Sydney as well as visitors from all over the world to get to their destinations quickly and safely, whether they're going to work, school, sight-seeing or visiting loved ones.

Like any job, there is a lot more to being a CSA than meets the eye.

We're a welcoming bunch and we have a lot of fun, however being a CSA also has its unique challenges. For example:



We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.



We interact with hundreds of customers every day and need to adapt our communication style to suit their needs.



We do whatever it takes to make sure we ensure safety of our customers have the best possible experience as they travel to their destination.



For the first 6 months you will be providing shift coverage across the Sydney Trains network, with shifts and locations potentially changing day to day.



It takes a special type of person, someone who is a strong communicator, customer orientated, resilient, organised, reliable, punctual, committed and trustworthy.

Before you can begin working as a Customer Service Attendant, you will need to complete four weeks of full-time rigorous training that includes attending workshops to learn about the role and organisation, assessments, and on-the-job training.

Once your training is complete you will also have some follow up coaching to ensure you are confident and capable to effectively do your role. Then you will still need to work to a tight schedule, as we are relying on you to show up every day and keep our customers moving.

You will need to ensure that you come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly. You will also need to perform well in high-pressure situations, always keeping the safety of our customers at the heart of everything you do.

This Information Pack contains everything you need to know before applying for a role with Sydney Trains. Read through it and think carefully about whether the role is right for you. You will be tested on the information in this pack throughout the application process.



About Sydney Trains

From 1 July 2013, two new rail organisations have served the different needs of Sydney metropolitan and regional / intercity customers.

Sydney Trains

Sydney Trains operate quick, frequent and reliable services in the Sydney suburban area bounded by Berowra, Richmond, Emu Plains, Macarthur and Waterfall stations.

NSW Trains

NSW Trains operate services between Sydney and the Hunter, Central Coast, Blue Mountains, Southern Highlands and South Coast regions, as well as the interstate network.

The following network maps outline the stations which are operated by Sydney Trains (Sydney Trains network) and those stations which are operated by NSW TrainLink (Intercity Trains network).

Sydney rail network

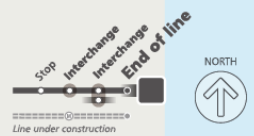


M Metro **T** Trains



Sydney metro and train lines

- M** Metro North West Line
Chatswood
Tallawong
- T1** North Shore & Western Line
North Shore
Western
Richmond
- T2** Inner West & Leppington Line
Inner West
Leppington
City
- T3** Bankstown Line
Liverpool
Lidcombe
City
- T4** Eastern Suburbs & Illawarra Line
Eastern Suburbs
Illawarra
Cronulla
- T5** Cumberland Line
Leppington
Richmond
- T7** Olympic Park Line
Olympic Park
Lidcombe
- T8** Airport & South Line
Airport
South
City
- T9** Northern Line
Northern
Gordon



Check timetables and trip planners for train services and connections

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About the Customer Service Directorate

Customer Service Attendants are part of the Customer Service Directorate (CSD). CSD delivers quality and consistent day-to-day customer service by providing visible and empowered staff, accurate and timely information, a safe and secure journey and clean and well-maintained stations.

The CSD Purpose – **Think Customer, connect team, be brilliant** – encapsulates what the people in CSD strive to do every day.

Think Customer means putting our Customer Service Principles into practice. Our customers include people travelling on trains, our colleagues and stakeholders. Great customer service means going out of your way to solve customers' problems and answering their questions clearly. Remember, first impressions count. Be friendly, smile and be ready to help.

Connect Team is the way we work together as a team to provide a level of customer service to our colleagues in our own teams and across Sydney Trains. It's putting our SPACE Behaviours at the centre of everything we do.

Be Brilliant is the way that we constantly improve in all the areas that matter to our customers. It is our opportunity to shine, to find our own brilliance as individuals, as a team and as a directorate, and to be brilliant.

Preparing for the future

In the last five years, our patronage has increased by 30 per cent and is expected to keep growing at five per cent per year. We're preparing for more customers and more services in a number of ways, including:

- upgrading our stations with modern infrastructure and digital customer information systems
- setting up fast track teams at key locations to ensure our customers are able to get on and off our trains smoothly
- adding 41 new Waratah trains to our fleet before the end of 2020
- increasing the size of our team
- updating our technology and ways of working
- continuing to integrate Sydney Metro with our network

Our unique challenges

With continual improvements to the train network, come ever greater challenges that our team must adapt to and overcome. We need to operate more productively and efficiently and provide better value for money to customers.

Our future challenges include:

- integrating the new Sydney Metro integrated into our network
- a potential doubling of customer journeys to two million each weekday by 2026
- accommodating two million extra people in NSW by 2031
- supporting a predicted 22 per cent increase in freight by 2031

Our core values

Our SPACE behaviours

	Safety	Promoting the core belief that safety is our greatest priority and that all injuries are preventable.
	Pride	Taking pride in your role, your presentation and recognising your value within the organisation.
	Accountability	Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.
	Collaboration	Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.
	Excellence	Striving for excellence; continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.

Our Customer Service Principles

- ✓ First impressions count
- ✓ Friendly and ready to help
- ✓ Communicate clearly
- ✓ Find a solution
- ✓ Share your knowledge
- ✓ Work together

Our Customer Service Communication Principles

- Talk straight in a professional manner – be clear and concise
- Communicate proactively – don't wait for only negative issues
- Reinforce an open communication culture
- Maintain the truth – a single source of key messages
- Talking involves listening
- Tailor messages to meet your employees and customers needs
- Strive for excellence in communication at all times

The role of a Customer Service Attendant

Role overview

As a Customer Service Attendant (CSA), you'll be making a valued contribution to your community by making sure that our customers get to their destination safely and on time.

As a CSA;

- You are the face of **Sydney Trains**, the experience customers have when travelling with our network **starts with you**
- **You** provide an exceptional customer experience
- You care about what you do and making a difference
- You deliver in high pressure situations
- You are an action orientated problem solver
- You are resilient and can adapt to changing environments and situations
- You are committed to continuous improvement and ongoing learning & development



Your day to day responsibilities include:

Be visible and accessible

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

Customer safety

Ensuring safety is our number one priority and the ultimate in customer service. Safe customer journeys is not just about when they are travelling on one of our train services, but from the moment they arrive in our stations.

Crowd management

With more customers continuing to use our network you will be part of ensuring everyone is able to travel as smoothly as possible. This might mean you work as part of a fast track team in a crowded environment during peak hour and require you to prepare customers to off and on board smoothly.

Rail safety

You will manage platforms and train running; dwell management support for up to 12 trains per hour, per platform in peak hour at operationally significant stations and ensure customer safety when alighting and joining trains.

Announcements

You will be communicating information about train services, destinations, delays, connecting services, convenient routes, other means of transport, Sydney attractions, and answering any customer enquiries ensure your communication is in line with the Sydney Trains Customer Service Communication Principals.

Using technology

Utilising technology will help you provide customers with directions, train times etc. (information with iPhones and Platform Hubs on station) and log issues that you identify during station safety and security check.

Opal ticketing

You will assist customers with enquires about the Opal ticketing and System including how it works, where they can purchase and Opal card and how to top it up.

Mobility support

You will assist customers with mobility issues and disabilities including preparing the wheelchair ramp for customers boarding and disembarking trains. This can also include prams.

Cleaning

This includes 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 however all CSA's need to be willing and able to undertake cleaning functions.

The working environment

Being a Customer Service Attendant is not a standard 9-5 office job. The unique working environment is not suited to everyone and takes time to adapt to. It's a varied and constantly changing role which will see you flagging trains, assisting customers, using high-tech equipment and maintaining station presentation as required.

Critical incidents

Customer Service Attendants may witness traumatic incidents and will play a vital role as part of the overall incident and response management of these events. We do everything in our power to minimise these risks and offer extensive support to employees in the event of a potentially traumatic incident.

Shift times and work locations

Full-Time Customer Service Attendants work 38 hours per week. Part-time Customer Service Attendants work no less than 20 hours and up to 25 hours per week.

Your first 6 months will see you providing shift coverage across the Sydney Trains network, with shifts and locations potentially changing day to day. After 6 months in this shift coverage position, you may nominate to transfer to a different position type, allowing you more roster certainty and locations better suited to your needs.

Customer Service Attendant Training

Program overview

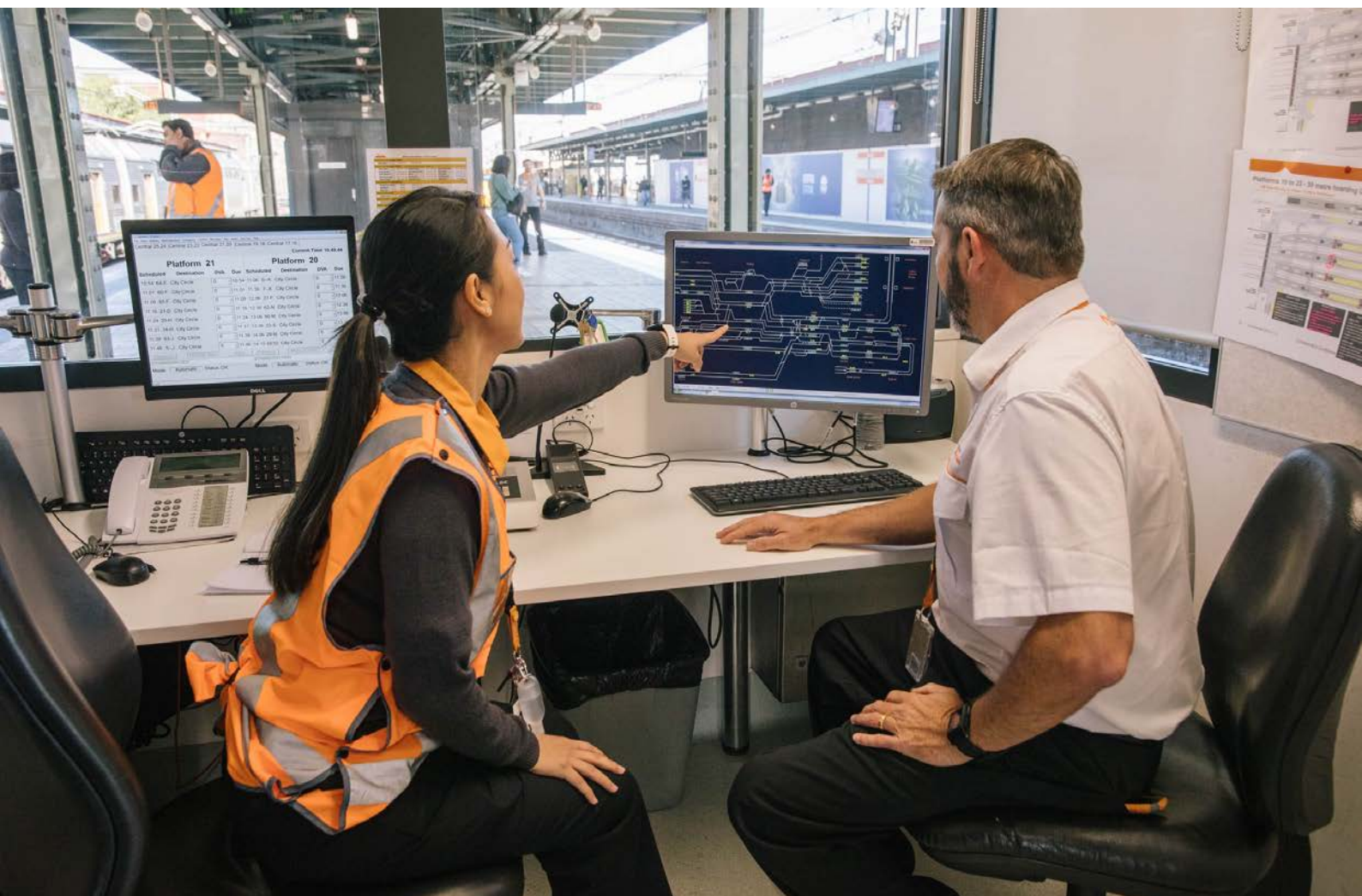
The Customer Service Attendant Program provides you with the required skills and knowledge to:

- effectively deliver exceptional customer service
- undertake safety and operational duties to ensure customers and staff are safe at all times
- operate your tools of the trade, apps, mobile phone and radios to ensure you are able to communicate effectively
- support the on time running of our trains so our customers get to where they are going efficiently

The Customer Service Attendant Program will require determination and commitment to achieving your learning outcomes.

Program structure

The Program is four weeks in total (full-time) and is a combination of off-the-job and on-the-job training.



Off-the-job training

You will have the opportunity to learn in a workshop style environment, as well as in live stations and platforms. This includes completing computer-based e-learning activities and participating in station visits to practice your new skills.

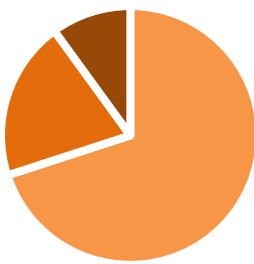
On-the-job training

You will gain hands on experience and use real equipment in real-life scenarios and situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

By participating in the initial employment training program, you will learn the skills you need to confidently perform the role of the Customer Service Attendant.

70:20:10 Learning

The Customer Service Attendant Program will follow the 70-20-10 Model:



70% is on-the-job learning through doing the role on the job

20% is from mentoring and relationships, such as learning from others

10% of the learning takes place in formal learning environment, in workshops and via eLearning.

70-20-10 represents relative quantities of time, not importance.

Assessments

During your training program you will be required to sit through number of assessments in order to successfully complete your training. This will be a combination of classroom, and on-the-job training.



Employment matters, benefits and policy

Benefits and entitlement

Commencing base salary for Full-Time Customer Service Attendants is \$1,152.75 per week, and for Permanent Part-Time Customer Service Attendants is \$1,152.75 per week (pro rata).

In addition, employees receive:

- 9.5% Superannuation
- Penalty rates (as applicable)
- Shift allowances (as applicable)
- Annual leave loading

Travel benefits

All Sydney Trains employees receive an employee travel pass valid on the NSW public transport system including:

- Sydney Trains
- NSW Trains
- State Transit Buses
- Sydney Ferries

Leave entitlements

- 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

Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the awards, policies and job requirements
- Act in the best interests of Sydney Trains and its customers

Drug and alcohol policy

Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers

through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, we:

- Conduct a random drug and alcohol testing program
- Have a test reading showing zero concentration of alcohol in the blood
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs
- Are not permitted to have or sell alcohol or prohibited drugs in the workplace
- Must not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any Sydney Trains' workplace

The Sydney Trains Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.

Uniform and grooming standards

Sydney Trains employees must present themselves in a professional manner, including wearing the designated uniform and required safety gear appropriate to operations.



The recruitment & selection process

Merit selection

Sydney Trains has a merit based recruitment and selection policy. Merit is decided by taking into account the relevant position and assessing the skills, abilities, qualifications, experience and personal qualities of each applicant.

What's involved?

We use a variety of techniques to assess and validate key knowledge areas, critical skills and fit for the role. These include:

- Pre-Screen Questions as part of your application
- Phone Screen
- Assessment Day and Interview
- Medical and Fitness Assessment
- NSW Government Agency Employment Review
- National Police Check
- Reference Checks

Assessment day and interview

You will be required to attend an assessment day where you will complete a number of assessments. The assessments have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Customer Service Attendant.

Applicants who meet the selection criteria and the standards will be invited to attend a panel style interview on the same day.

NSW Government employment review

Service History Checks are undertaken on all current and previous Sydney Trains (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees. A Service History Check is also undertaken on all current NSW Government Agency employees. A satisfactory service check is required before an application will be progressed to the next stage.

Reference checks

In your application form you will be asked to provide the contact details of 2 recent work related referees.

- Referees should be a current or previous manager or supervisor who can comment on your work performance (within the last 5 years)
- Referee details can be updated at the pre-employment check stage

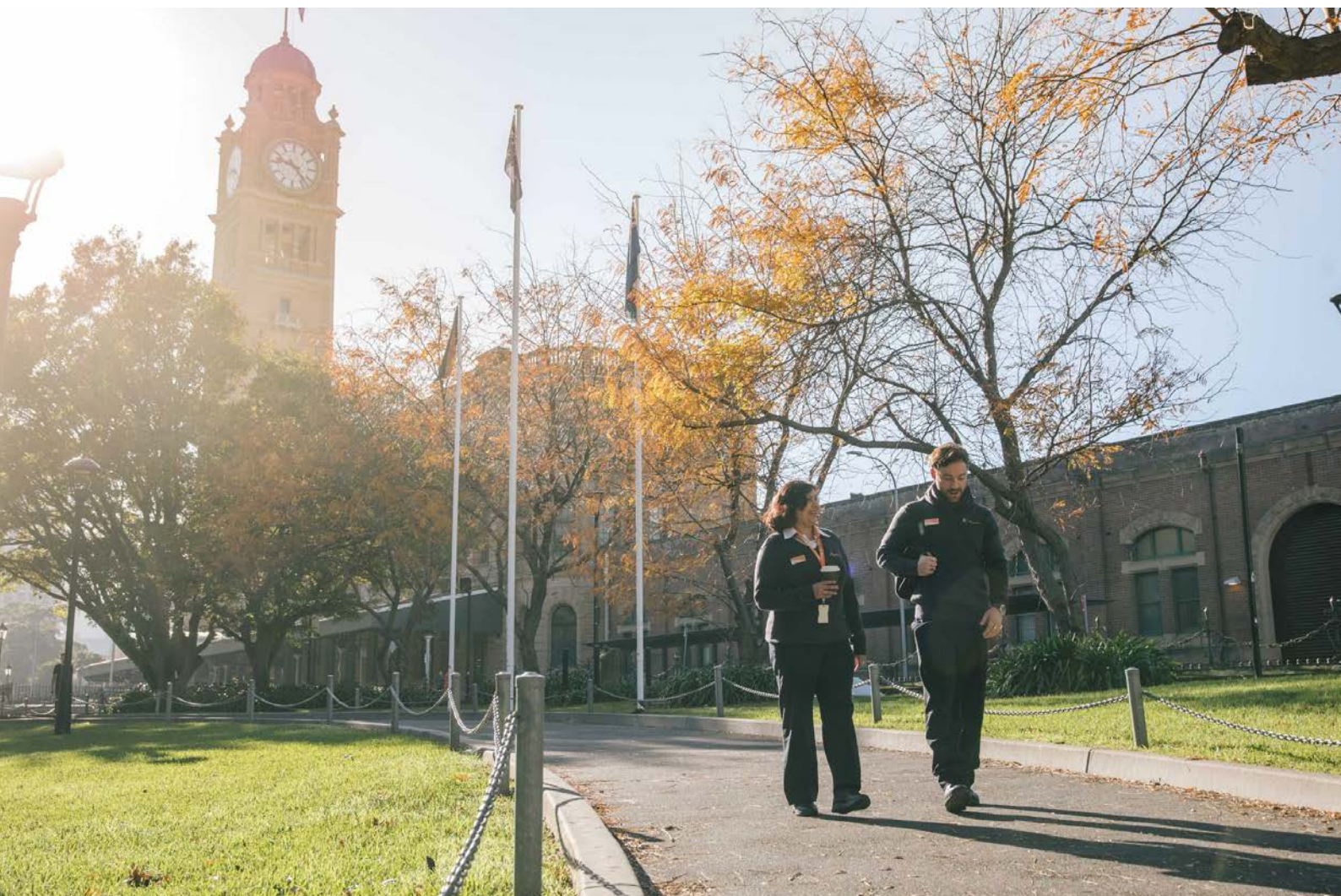
Medical assessment

The Customer Service Attendant position requires a Category 3 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 3 assessments include health questionnaires and clinical examination including vision (defective safe A).

Health questionnaire

The questionnaire helps identify health conditions which affect the ability to do category 3 rail safety work. It covers:

- General work tasks including accidents or near misses
- General health including medications and treatment
- Epworth Sleepiness Scale, a screening tool for sleep
- Disorders and excessive daytime sleepiness
- AUDIT questionnaire, a screen for alcohol dependence
- K10 questionnaire, a screen for anxiety and depression.



Clinical examination

A clinical examination is done during the assessment and covers:

- Cardiovascular assessment including blood pressure, pulse rate, heart sounds and peripheral pulses
- Mobility assessment (neurological and locomotion) of the neck, back, limbs and balance, tailored to job demands
- Examination of chest, lungs and abdomen
- Urinalysis to screen for protein and sugar in the urine
- Visual acuity, visual fields and colour vision
- Hearing using pure tone audiometry
- Drug and alcohol testing

National police check

A National Police Check is conducted through an authorised agency on all external applicants.

If an applicant is found to possess a criminal record, a review of their application will be conducted and they may not be recommended for the role.

Appointment process

This recruitment campaign aims to fill a number of full-time and permanent part-time Customer Service Attendant positions based in Sydney. If you are successful, you will be notified regarding your commencement date.

An Eligibility List of additional successful applicants may be created for future Customer Service Attendant vacancies (valid for up to 12 months)

There is a 3-6 month probationary period from date of commencement; this may be extended under certain circumstances.

Job related testing, more information

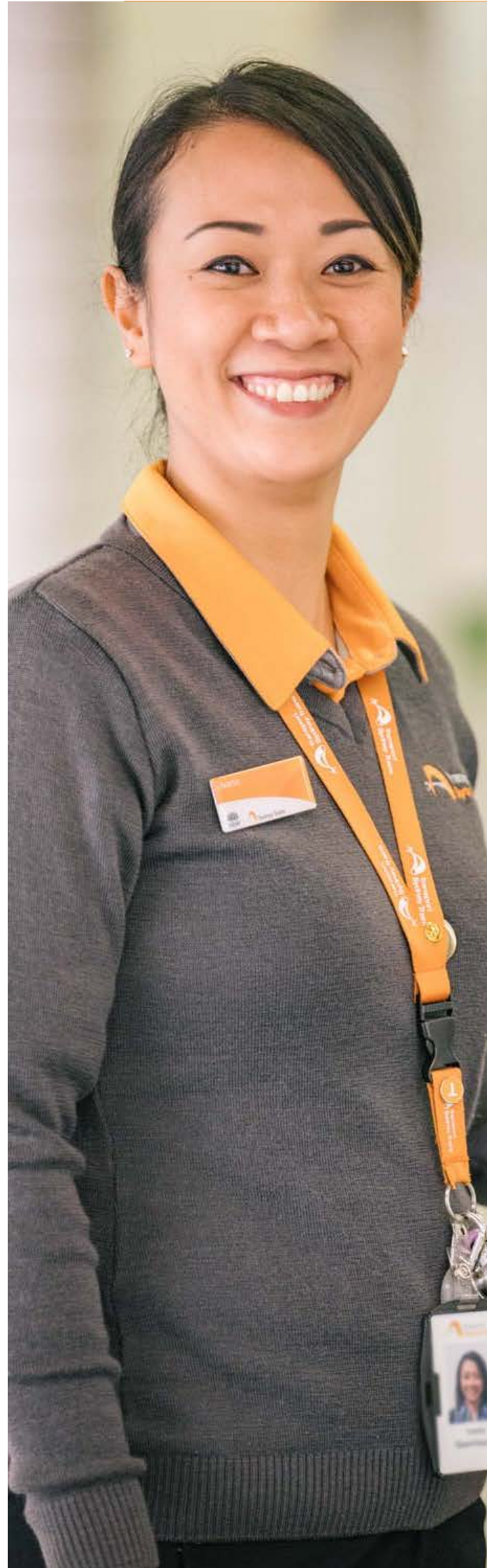
What is job related testing?

- Job Related Testing is used by Transport for NSW (TfNSW) to assist in determining a candidate's suitability for employment
- Testing ensures that our selection decisions are objective and fair and based on a candidate's ability to perform in the role effectively
- Testing makes up just one component of the selection process
- All testing sessions are administered under standardised testing procedures, this means the same conditions for everyone

Job related testing consent

When you lodge an application you give consent for TfNSW to:

- Undertake job related testing with you
- Use the information gathered from testing to assist in determining your suitability for employment as a customer service attendant
- Use your results for research purposes - at which time any personal information such as your name and date of birth is removed
- Use the results to assist staff development, should a candidate be appointed to the role
- Assist decision making of third parties in the event of a review (where applicable)



Job related testing – Validity of results

- The results for the Reading Comprehension and Abstract Reasoning tests you complete will remain valid for 12 months
- You will not be eligible to re-sit these tests again within that time

Any valid testing results you have will be taken into consideration if you apply for other TfNSW roles in the next 12 months which use the same tests. I.e. if the same tests are used in the recruiting process for roles within Sydney Trains and NSW Trains, then the results from today will transfer over and remain valid for a 12 month period.

Job related testing confidentiality

- All of the information collected throughout the Job Related Testing is treated with strict confidentiality
- Only those responsible for processing your application (Recruitment & Assessment Services) and the Selection Panel will have access to your test results
- It is important that you do your best. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know and we may be able to reschedule you to another session

