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Customer service roles

Intercity Services
Sydney Trains

Information pack

NSW GOVERNMENT

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How to use this information pack

Carefully read all the information in this pack.

Think about whether the 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.

Thinking about joining our customer service team?

Our Sydney Trains customer service team help our NSW and interstate passengers travel safely every day, connecting our cities and regional centres.

We are looking for team members who want to make a real contribution to communities across - and beyond NSW.

With our stunning regions as your daily view and the chance to work alongside a friendly and committed team, working as part of Sydney Train's station customer service team is a truly rewarding job for those passionate about guaranteeing safe, timely and reliable services for our passengers.

Our customer service teams are responsible for:

- Delivering the highest standard of customer service and upholding our organisational values and behaviours in every interaction
- Practising the required safe-working rules and adhering to Sydney Trains and network regulations and operational procedures.
- Assisting with station operations including ticketing.
- Monitoring and maintaining station cleanliness.

All about the roles

Station-based customer service jobs require you to be across a mixture of operations and customer service tasks.

Being visible and accessible

Being visible and accessible for our passengers at stations helps us ensure a great experience; we're available for any questions and to help ensure our passengers are well looked after while using our services.

Passenger safety

Ensuring safety is our number one priority in delivering great customer service. Safe passenger journeys start from the moment passengers arrive at our stations, right through to the end of their trip.

Crowd management

Ensuring passenger journeys run as smoothly as possible means being ready for growing passenger numbers and peak periods. To manage crowds and thoroughfares, you may work as part of a fast track team, helping move passengers off and on board.

Rail safety

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

Announcements

Communicating information about train services, destinations, delays, connecting services, convenient routes, other means of transport, attractions and answering passenger enquiries helps us ensure our passengers are informed of the latest updates while using our services.

Using technology

Technology including company-issued iPhones, iPads and Platform Hubs at stations will help you provide passengers with directions, train times and other important information, as well as logging any station safety or security issues.

Opal ticketing

You will assist passengers with enquires about the Opal ticketing and system including how it works, where to purchase Opal cards and how to top up.

Mobility support

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

Cleaning

Keeping our station environments is important in assuring our passengers have a great experience. Emptying bins, sweeping platforms, picking up litter, cleaning bathrooms, and performing Work Health and Safety (WHS) cleans (e.g. vomit, urine, blood) when necessary. Some stations have dedicated cleaning teams, however customer service roles need to be willing and able to undertake cleaning functions when required.

Critical incidents

While uncommon, working at a station means you may witness traumatic incidents while on the job. It's important to understand the vital role you play 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 an incident.

The working environment

Working in one of our station customer service teams is not a standard 9-5 job; it's a varied and constantly changing role. The unique working environment is not suited to everyone and takes time to adapt to.

Customer service team roles

We're expanding our customer service team, with multiple roles available. Joining our team creates opportunities to grow your career and progress through the different levels of customer service roles with with Sydney Trains.

Customer Service Attendant

Customer Service Attendants (CSAs) help our passengers get where they're going safely and on time. CSAs are the face of Sydney Trains for our passengers, providing excellent customer service in assisting passengers and answering any questions, keeping our station environments safe and clean, and assisting with operational functions of stations. CSAs report directly to the Station Manager/Platform Manager.

Customer Service Attendant Qualified

In addition to performing many of the same duties as our CSAs, the Customer Service Attendant Qualified (CSAQ) also possesses qualifications in Station Services (Certificate III) and Station Safeworking, and have sound knowledge of station office procedures.

Customer Service Team Leaders Qualified

Reporting to the Platform Manager, Customer Service Team Leaders Qualified (CSTL-Q) play a crucial role in station operations and customer service delivery.

They work closely with station staff, passengers, managers, train crew, training providers, and other stakeholders to ensure smooth passenger flow, a clean and professional station environment and effective customer service.

Responsibilities include managing platforms, barriers, booking offices, and passenger information systems, addressing customer needs such as complaints and special assistance, and supporting their team in delivering excellent station operations.

CSTL-Qs hold qualifications in Station Services (Certificate III) and Station Safeworking. These roles are typically assigned to more complex station environments where responsibilities include coordinating train amalgamations and divisions and managing stabling yards.

Duty Managers

Duty Managers (DMs) ensure the efficient and effective daily operations of their station under the guidance of the Area Customer Service Manager or Station Manager.

They oversee station staff, facilities, and customer service, ensuring on-time train running, passenger safety, and high standards of station presentation. DMs promote teamwork, encourage staff development, and play a key role in delivering business objectives. They monitor station performance, manage customer interactions, and ensure the station environment remains safe, clean, and welcoming.

Duty manager roles are graded from DM1 to DM4 based on team members they manage, complexities their assigned station environment, and the volume of customers that flow through the station.

Chris

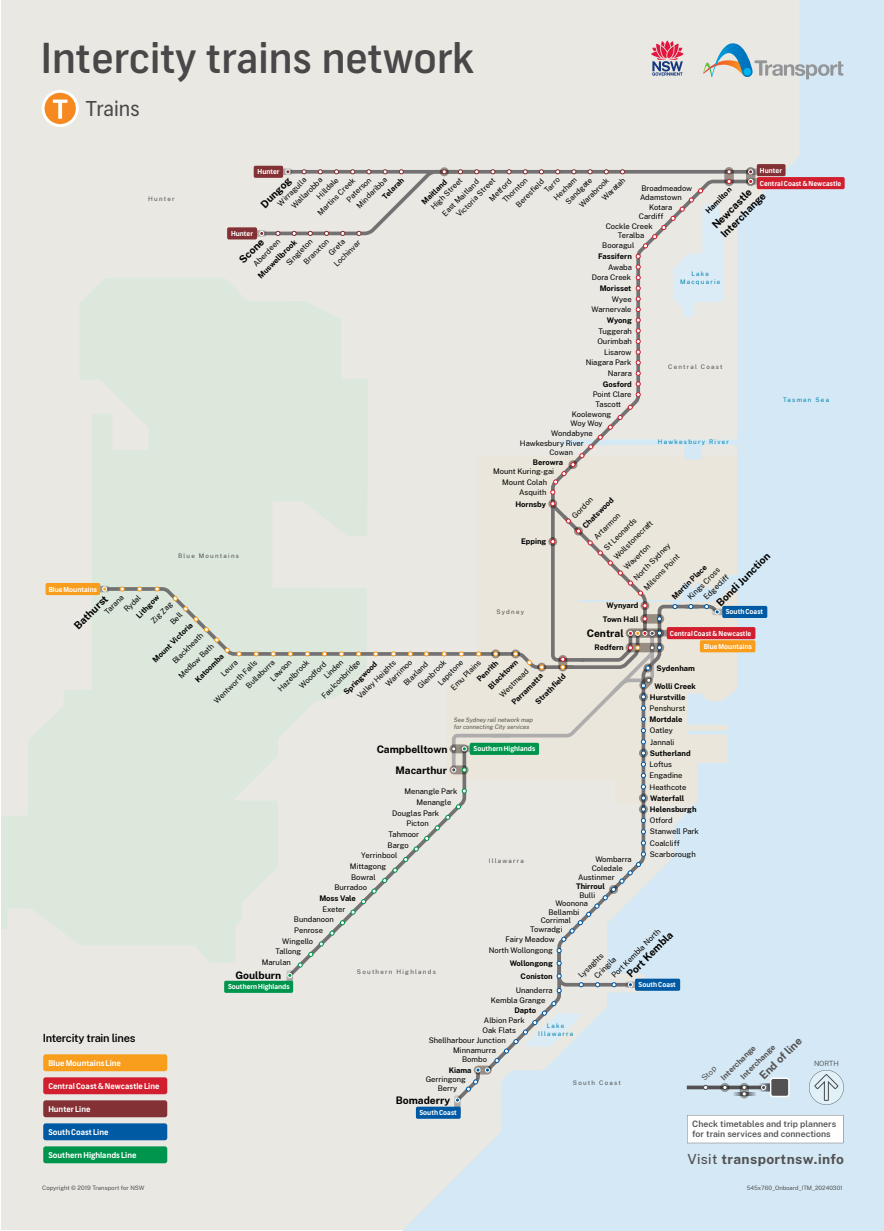
Like any job, there's a lot more to our customer service roles than meets the eye.

We're a friendly and caring bunch and we have a lot of fun, however being a customer service team member also has its unique challenges.

For example:

- We work around the clock and travel great distances, which means late nights, early mornings, working weekends and public holidays.
- We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.
- We do our best to meet the expectations of the hundreds of passengers that travel every day by communicating clearly and always putting safety first.
- We do whatever it takes to make sure our passengers have the best possible experience as they travel across our network.

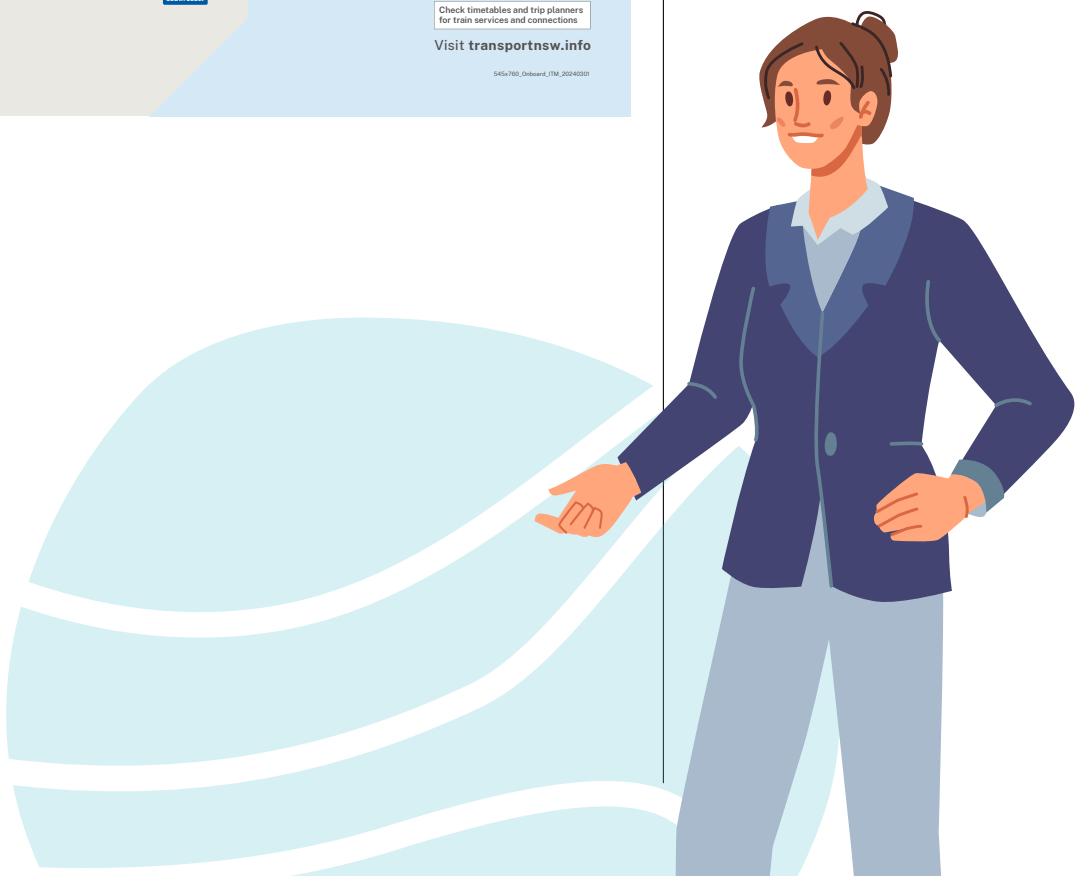
Work locations

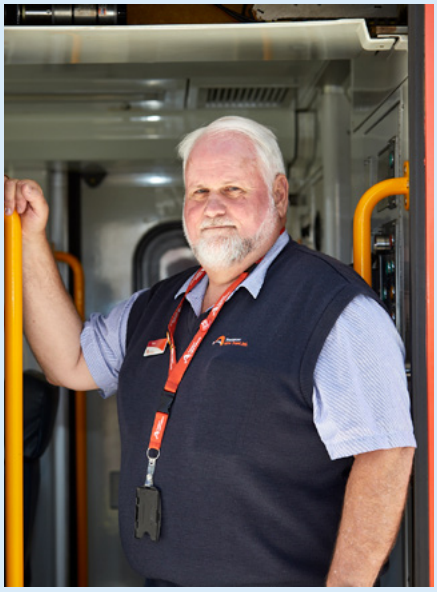


Our Intercity train services operate between Sydney, and the Hunter Valley region, Central Coast, Blue Mountains, Southern Highlands, and South Coast regions.

Our intercity depots include:

- Sydney Terminal Intercity
- Gosford
- Moss Vale
- Newcastle
- Mt Victoria
- Wollongong
- Lithgow





It takes a special type of person – resilient, dependable and organised.

Before you can join our Sydney Trains customer service team, you'll complete a series of training modules to get you ready for the day-to-day responsibilities of the job.

Your training will combine classroom learning, written and practical assessments, home study and on-the-job training. Completing your training will require commitment – be prepared to put in some extra time outside of your usual hours to ensure you can complete the course.

Once your training is complete, you'll need to work to a tight schedule, as we're relying on you to show up every day to keep our train network running reliably and get our passengers to their destinations safely.

Our network operates 365 days a year, so you may need to work unusual hours including late nights, early mornings, and over weekends and public holidays.

As part of your commitment to maintaining the highest safety standards, you're required to come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly.

You'll sometimes face high-pressure situations, where keeping the safety of our passengers at the heart of everything you do is your highest priority.

About Sydney Trains

At Sydney Trains, our rail services keep Sydney moving by putting our customers at the centre of everything we do. We work with our local communities to deliver safe, timely and efficient rail services 24 hours a day, seven days a week.

Our trains and network are evolving to meet the needs of our customers now and well into the future. We're continuing to integrate technological innovations that help us deliver a smarter and more sustainable network.

Find out more about Sydney Trains.

What you can expect

Like any job, there's a lot more to being a Customer Service Attendant than meets the eye.

We're a friendly and caring bunch and we have a lot of fun, however being a Customer Service Attendant also has its unique challenges.

For example:

- We interact with hundreds of customers every day and need to adapt our communication style to suit their needs.
- We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.
- We do our best to meet the expectations of the hundreds of customers that travel every day by communicating clearly and always putting safety first.
- For the first six months in the role, you will provide shift coverage across the Sydney Trains network, with shifts and locations potentially changing day-to-day.

Key facts

90%

customer satisfaction based on survey results

1.2

million passenger journeys per weekday

340

million annual patronage

46,000

timetabled stops per weekday

3,250

timetabled services per weekday

2,191

fleet (electric & diesel cars)

Our focus

- Delivery of exceptional customer service underpinned by our Customer Service Principles.
- Using technology and digital tools to assist us support customers to plan and manage seamless journeys across Sydney.
- A strong focus on our customer environment, including station-based upgrades and enhancements.
- Improved customer information to deliver real-time customer updates during journeys.
- A greater emphasis on continuous improvement.
- Safety and wellbeing of our customers and our people.

Sydney Trains values

Our core values and Customer Service Principles help shape our behaviours so that we can work together to deliver better outcomes for customers.

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.

Five ways of leading

We are building a culture where all employees are valued, inspired and supported.

It's important to us that our workplace is flexible, agile, innovative and diverse. Together we celebrate our successes and are proud of the work we are doing to make NSW better.

Leadership isn't about a position, title or role — everyone is considered a leader at Transport.

We all have a unique opportunity to practise and model what we call the 'Five ways of leading' behaviours.

The behaviours show us who we need to be in order to do what we need to do at Transport and how we expect to everyone to lead and work every day to achieve outcomes.

Our leadership model helps us all realise the Transport aspirational culture of For the Greater Good, Customer at the Centre and People at the Heart.

Employment matters, benefits and policy

Benefits and entitlement

Commencing weekly base salaries for each role (including industry allowances) are:

Customer Service Attendants receive $1,413.40-$1,458.30

Customer Service Attendants Qualifieds receive $1,507.5

Customer Service Team Leaders Qualified receive $1,623.05

Customer Service Team Leaders receive $1,579.75

In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- Shift allowances and overtime (as applicable)
- Annual leave loading.

Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks after 40 weeks of service
- Sick leave: 15 days per year
- Some other leave types include: Family, Community Service, Carer's and Bereavement Leave.

Additional benefits

Learn more about some of the benefits you may be eligible for via the Employee benefits guide (PDF)

Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the enterprise agreement, policies and procedures, and job requirements
- Act in the best interests of Sydney Trains and its passengers.

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.

Drug and alcohol policy

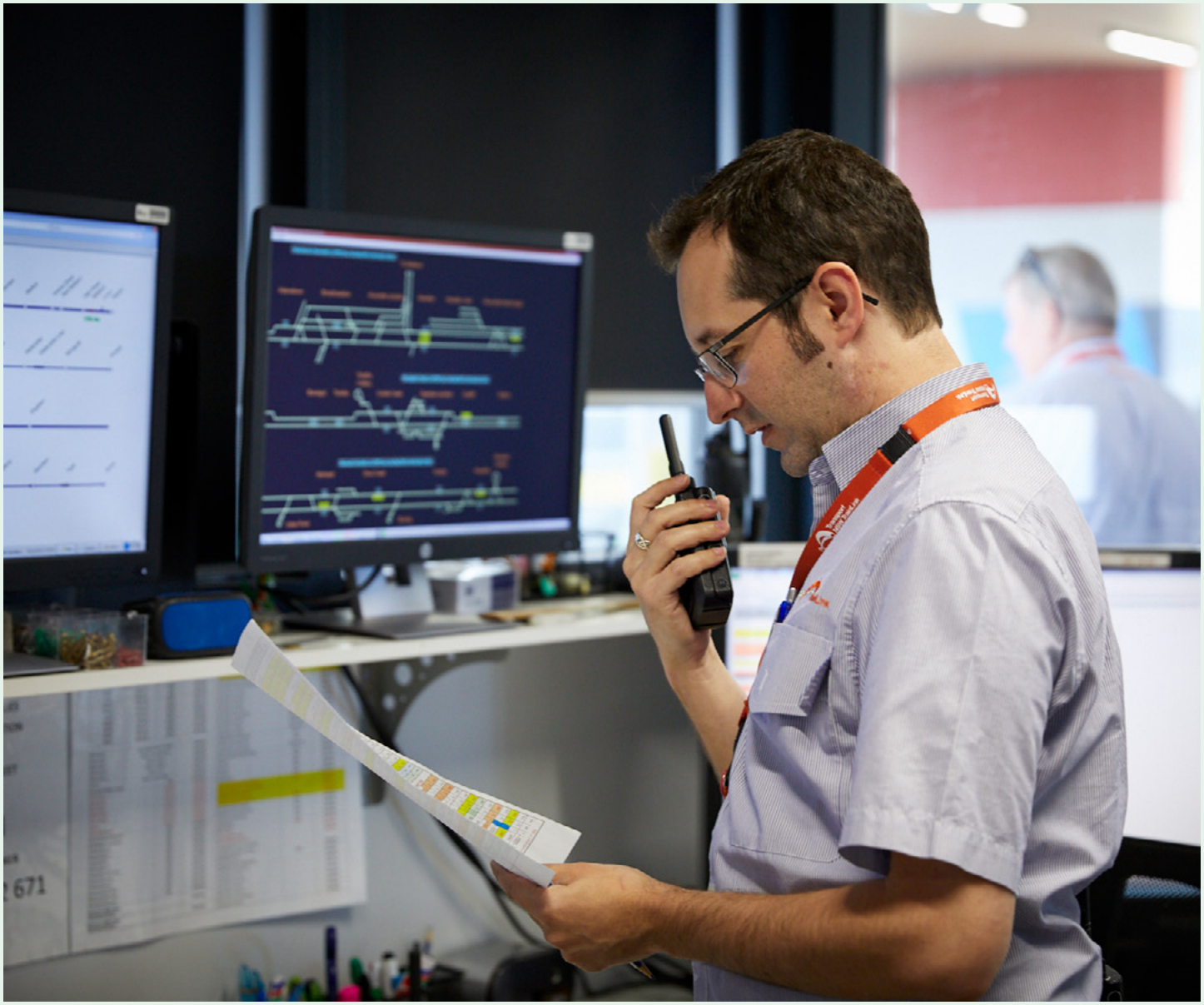
Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and passengers through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, everyone in the workplace is required to:

- Participate in our random drug and alcohol testing program
- Have test readings 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
- Not have or sell alcohol or prohibited drugs in the workplace
- 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 policy 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.



The recruitment and selection process

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.

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

- Pre-screening questions in your application
- Online test
- Vieple video interview
- Interview
- Medical assessment
- Reference checks.

Written application

Submit a written application including a current CV and completion of all of the questions in the online application form.

Online test

You'll take part in an online test to assess the reading and comprehension capabilities required for the role you're applying to.

Vieple video interview

As part of the recruitment process, you'll need to complete a video interview. Video interviews are conducted via Vieple.

The video interview format will allow you to think carefully about how you'd like to respond to each question before you record your answers and complete your interview at a time and location that suits you. All you'll need for this step is a PC and internet access.

Interview

You'll take part in either a face-to-face or virtual interview to assess the non-technical behaviours and capabilities of the role.

At the interview you will be asked to respond to several 'behavioural based' questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

In your response to a behavioural question, you should identify and explain an example from your work history that relates to the question.

The best way to do this is using the STAR method.

STAR stands for:

Situation

Open with a brief description of the situation and context of the story (who, what, where, when, how).

Task

Explain the task you had to complete highlighting any specific challenges or constraint (e.g. deadlines, costs, other issues).

Action

Describe the specific actions that you took to complete the task. These should highlight desirable traits without needing to state them (such as initiative, leadership, or teamwork).

Result

An example of a behavioural question that might be asked at an interview is 'describe a difficult problem you had to sort out in your last job.' This behavioural interview question is designed to explore your ability to identify, analyse and solve problems.

Reference checks

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

Referees should be a current or previous manager or supervisor who can comment on your work performance from the last 5 years. Personal character referees are not accepted. Referee details can be updated at the pre-employment check stage.

Medical assessment

Customer Service team members require Safety Critical Worker medical assessments. Depending on your role's safety worker category, your assessment may cover physical and psychological health to determine if there are any conditions which could affect your ability to carry out rail safety work. Your assessments may also include a health questionnaire, pathology testing and a clinical examination.

Health questionnaire

The questionnaire helps identify health conditions which may affect your ability to perform this type of rail safety work.

Your medical assessment 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 a part of your overall medical assessment to ensure you're able to carry out all your role duties.

Talent pool

A Talent Pool will be created for current and future temporary and permanent, full-time and part-time positions that become available at the advertised location/s over the next 18-month period.

If you are deemed suitable at interview and a vacancy arises in your preferred location, you may be contacted and invited to complete pre-employment checks.

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Office hours:
Monday to Friday
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W: jobs.transport.nsw.gov.au

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