

POSITION DESCRIPTION

Position:	Passenger Service Supervisor
Position No:	Various
Classification:	PASSP
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

To deliver and maintain the highest standard of customer service, safety and security to customers on NSW Trains services. Manage the onboard environment in accordance with NSW Trains business objectives, service and safety standards, and legislative requirements.

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 NSWpeople 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 Service Supervisor reports directly to the onboard Customer Service Team Leader.

The Passenger Attendant and Senior Passenger Attendant report 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. Deliver and maintain onboard services to NSW Trains customers efficiently and effectively in accordance with published procedures and customer service standards.

- b. Follow guidelines and procedures to ensure food safety standards and requirements are met in relation to the receipt and carriage of food.
- c. Undertake systematic monitoring of onboard service delivery, staff compliance and performance, and revenue and audit requirements to ensure NSW Trains business objectives, service standards and legislative requirements are maintained.
- d. Provide service to NSW Trains customers in the following areas:
 - i. Ticket inspections and ticket sales
 - ii. Luggage handling
 - iii. Assistance to passengers with special needs
 - iv. Ensure all onboard equipment is operational
 - v. Communicate onboard services to customers via announcements over the public address system

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. Enforce strict stock, revenue and personal accountability.
- d. Render first aid when necessary.
- e. In emergencies, assist the Driver and, if required, carry out the role of “Officer in Charge”
- f. 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. Supervise and direct onboard staff ensuring the service delivery is efficient, effective and in compliance with NSW Trains business objectives and service standards.
- b. Deliver high standard and timely communications to customers, onboard staff and crew to achieve business objectives.
- c. Demonstrate, coach and provide on the job training for staff.
- d. Identify ineffective and/or improper work practices and formulate proposals for rectification/training. Report recommendations to the onboard Team Leader.
- e. Solve problems associated with the onboard service delivery and/or staff engaged in all onboard operations.
- f. Monitor and evaluate staff performance and effectiveness ensuring compliance to relevant policies and procedures.
- g. Maintain a high level of personal grooming and presentation at all times.

7. Finance and Administration –

- a. Ensure revenue protection and compliance with audit requirements in respect to catering and ticketing revenues with full regard to ethical practices.
- b. Compile relevant documentation including trip reports, statements, incident reports and defect notices.
- c. Give a complete and accurate handover to incoming crew.

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):* Senior Passenger Attendant and Passenger Attendant
- *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
- NSW Trains Operations (e.g. Daily Operations Contact Centre, TCAC)
- Catering officers
- Customer Service group
- Drivers
- Passenger Service Supervisor
- Passenger Attendants
- NSW Trains / Sydney Trains station staff
- Emergency Services (e.g. Police, Paramedics)
- Customers

Selection Criteria

1. Qualified, or be suitable for qualifications, as a Passenger Service Supervisor
2. High level customer relation skills, with a demonstrated capacity to deliver high standards of customer service
3. High level negotiation and conflict resolution skills and the ability to resolve difficult situations.
4. Demonstrated supervisory skills and ability to lead and motivate a small team.
5. Sound analytical, decision making and problem solving skills.
6. Sound written and oral communication skills.

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Personal ownership over safety demonstrated through proactive risk based decision making • Safety results of self and team achieved • Target Zero principles and objectives communicated and initiatives implemented • Safety improvements realised through regular communication and interactions with team • Safety management system implemented and monitored for team • Investigations for incidents proactively managed and a resolutions achieved within designated timeframes
CUSTOMER	<ul style="list-style-type: none"> • Customer expectations mutually agreed through engagement with managers and team • Customer initiatives interpreted and communicated to the team and delivered at appropriate cost • Customer priorities improved through application of customer-first processes in the areas of timeliness, information, passenger safety and cleanliness • Performance monitored, communicated to the team and improvement opportunities identified and pursued • Feedback and initiatives solicited from team and customers, feasibility pursued and outcomes communicated back to team members (go or no-go) • Team held accountable for utilising agreed methods & measures to produce reliable results • Delivered operational/technical/specialist information & outcomes on time
PEOPLE	<ul style="list-style-type: none"> • Communicated, demonstrated and ensured commitment to enterprise vision and values and operational priorities • Displayed fairness, built trust and maintained respectful relationships through open lines of communication vertically and horizontally • Defined and delegated work to be done with adequate resources and progress measured • Team members had clear, current and measurable goals and objectives • Regular team briefings, 1:1 coaching and individual development plans enhanced team members' performance and raised the bar for the team to a consistent standard • High performance and team success celebrated and non-performance recognised, communicated to individuals/team and appropriate consequences respectfully actioned • Created real teamwork and idea sharing with direct reports, peers and manager • Enabled effective consultation through union interactions
COMMERICAL	<ul style="list-style-type: none"> • Goal setting, work plans, budget & resource allocation aligned with plan & Directorate goals • Early identification of budget variances enabled intervention • Financial processes and systems complied with • Prudent purchasing activities resulted in doing more with less • Appropriate rostering and scheduling reduced overtime and absenteeism • Short-term results achieved within budget • Quality and risk management processes implemented • Team met targets, due dates and quality standards