

Position Title:	Trainee Driver Customer Service Employee
Manager & Department:	Driver Team Manager (under instruction from the Driver Trainer during training)
Manager once Removed & Department:	Depot Manager

<p>Purpose of Role:</p> <p>The purpose of this role is to:</p> <p>What: Acquire the skills required to drive trams and provide customer service in a safe, professional and efficient manner.</p> <p>Why: Deliver a good passenger experience to the Melbourne community.</p> <p>How: Comply with all appropriate rules, regulations, procedures and standards appertaining to the job role.</p>
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Knowledge & Experience	Skills (Capabilities)	
<ul style="list-style-type: none"> • Must be prepared to work shift work, including weekends, public holidays and emergency overtime (Mandatory) • Experience in a customer facing role • Previous experience driving suburban or city Buses is desirable • Knowledge of public transport services and local points of interest • Possess an understanding and awareness of Occupational Health, Safety and Environmental issues in the workplace 	<ul style="list-style-type: none"> • Possess a current Full Victorian Drivers Licence (Mandatory) • Possess a minimum of two years' driving experience as a full Victorian Drivers Licence holder (Mandatory) • Must be medically fit to perform the functions of the position (Mandatory) • Ability to use English to communicate clearly and effectively, verbally and in writing (Mandatory) • Ability to concentrate over extended periods of time (Mandatory) • Good perception of speed and distance (Mandatory) • Ability to coordinate the use of controls operated by hand and foot, necessary for safe driving (Mandatory) • Ability to remain calm under pressure • Good reaction and multi-tasking ability 	
Rail Safety Worker	Yes	No

Decision Making Authority	
People	Nil
Financial	Nil
Technical	Make decisions in accordance with appropriate rules, regulations, procedures and standards appertaining to the job role and in consultation with the Driver Trainer.

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Key Accountabilities

Key Result Area
Major Activities: Safety
<ul style="list-style-type: none"> - At all time, ensure that personal safety and passenger safety remain the main priority when handling potentially dangerous situations - Report immediately all safety related issues encountered at the depot and on road - Read all notices issued by the Depot Managers, including Safety and Operational Alerts - Initiate action to prevent the repetition of tram non-conformances, rail safety, OH&S and environmental incidents

Key Result Area
Major Activities: Tram Driving
<ul style="list-style-type: none"> - Undertake training in preparing and berthing Trams in accordance with operational rules and regulations - Perform Tram driving and on road operations under instruction from the Driver Trainer, in accordance with the Rule Book, the Operations and Administration Manual and the Training Manuals - Complete compliance training in relation to all myki system requirements - Acquire skills required to undertake minor fault finding activities in relation to the safe operation of the tram in accordance with operating procedures - Drive a Yarra Trams motor vehicle as required - Carry out all reasonable duties as required from your manager from time to time

Key Result Area
Major Activities: Customer Service
<ul style="list-style-type: none"> - Contribute to the full passenger experience both during driving and non-driving duties <p>During Tram Duties:</p> <ul style="list-style-type: none"> - Learn to carry out effective public address announcements in accordance with the Customer Service Standard - Provide assistance, information and advice to customers, in accordance with the Customer Service Standard - Contribute to tram presentation including but not limited to displaying the correct route number, litter pickup and reporting graffiti on the trams <p>During Customer Service Employee Duties:</p> <ul style="list-style-type: none"> - Assist in proactively resolving customer concerns, problems and requests to a satisfactory solution; Perform customer service duties associated with Special Events - Assist with crowd management to ensure customers are informed and comply with safety instructions - Proactively provide information (including information on timetables, fares, travel options and connecting services) during normal services, planned disruptions and unplanned disruptions

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Key Result Area
Major Activities: Timetable Requirements
<ul style="list-style-type: none">- Acquire skills to deliver a reliable service to passengers by driving to timetable requirements. Ensure that at no point safety is compromised while delivering to timetable- Minimise early running, with the aim to meeting passengers expectations- Be punctual at start of shift, at pick up and when taken- Notify FOC when delay is expected, in line with the Rule Book requirements- Provide constructive feedback on potential improvement to timetable, with the aim to improve quality of service to passengers and potential customers

Acknowledgement of this Position Description

You should complete the details in the acknowledgement below

Yarra Trams Position Description Acknowledgement

I acknowledge the receipt of the Position Description associated with my position. I understand these accountabilities, which have been explained to me and development needs have been identified and agreed.

Signed _____

Position Title _____

Name: _____ Location _____

Date _____