



CUSTOMER SERVICE ATTENDANT



Steer your career towards the rail industry with one of these rewarding possibilities.

Alternative titles include Station Assistant, Ticket Sales Operator, Customer Attendant, Customer Service Support Officer and Station Services Officer.

Customer Service Attendants get to experience working in some of Melbourne and Victoria's busiest railway stations and onboard trains. They ensure customers reach their destination on time, safely and comfortably.

They are some of the most important people in the rail operation, with hands-on experience in the safe and efficient running of the railway network and operation.

The role is public service at its best. Customer Service Attendants look for new ways to make every minute count and get customers where they need to go. The experience customers have when travelling the rail network starts with the Customer Service Attendant.

What might a Customer Service Attendant do

- Ensure customers have a safe journey
- Deliver exceptional customer service each and every day
- Be visible and available to help customers
- Resolve customer complaints promptly and effectively

- Assist with selling tickets and queries, like how to top up and use myki cards
- Make announcements to keep customers informed of trains arriving and departing, and provide up to date timetable information
- Telephone enquires
- Utilise technology
- Cleaning responsibilities – clean and maintain station
- Assist customers with mobility
- Involvement with special events like New Year's Eve, sporting events

Who might it suit

Customer Service Attendants need high-level communication, interpersonal and problem-solving skills to work with customers, station staff, conductors and train crews. They also need good decision-making skills, understanding of basic computer operations and software standards, cash handling skills for selling tickets and products and services, be able to perform basic mathematical functions and manage personal work priorities. The role is physically demanding as standing for long periods of time is required.

Where and when is the work

Customer Service Attendants generally work at stations across the network, or onboard trains, across metropolitan and regional rail Victoria. Customer Service Attendants need to be available to work across a rotating roster.

What is the pay

In 2019, the Customer Service Attendant salary can vary between \$59,000 and \$68,000 according to level of skill, experience, employer and geographical location.

Opportunities

Customer Service Attendant positions are entry level with no specific requirements.

Once in the rail industry, to progress in your career, you will need to complete additional studies or authorisations based on operational and state requirements.

With experience, you could become a Team Leader or Station Coordinator/ or Supervisor, with the potential of progressing into a management role such as Station Duty Manager, Customer Service Manager or Station Master.

You may have opportunities to work with rail partners on large infrastructure projects, like the Level Crossing Removal Project.

CONTACT US

- 📧 railacademy.vic.gov.au
- ✉ railcareers@levelcrossings.vic.gov.au
- ☎ 1800 105 105

The Rail Academy is not a Registered Training Organisation. The Rail Academy offers courseware under licence for Registered Training Organisations to put onto their scope of registration. Please contact us on the details above for any licencing queries.



MAJOR
TRANSPORT
INFRASTRUCTURE
AUTHORITY



Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne

ICI1855