

TRAIN CONDUCTOR



What is a train conductor?

Conductors are dedicated to helping customers plan their journey, ensuring they travel safely and comfortably from A to B. As a conductor you will assist customers on board train services. The role also includes ticket checking and ticket selling. The role is autonomous, you are the main point of contact for help on the train.

What might a conductor do?

- Customer service provision - give information to customers and answer questions
- Check tickets
- Make train announcements and keep customer up to date with relevant information
- Ensure the safe running of the train
- Work as part of a team
- Provide exceptional customer service
- Customer care and customer experience
- Depending on depot location, may need to operate and provide service at the Café Bar

Who it might suit

Conductors need excellent communication, interpersonal and problem-solving skills to work with other staff and the general public. They also need to have strong time management skills and close attention to detail to ensure the safe operation of services.

Conductors are the “face” of the rail operator and may be the only staff member a customer sees for their journey, so it’s important to be visible and approachable, as well as the ability to think and act quickly and communicate with drivers and emergency services to manage unexpected situations.

- Strong customer service focus, willing to provide the highest level of service to customers
- Enjoy working with people and helping to ensure the rail network operates safely
- Make announcements on a train

Where and when is the work?

Most of a conductor’s time is spent moving around the train and talking to customers. Conductors are generally employed by regional or long-haul customer rail operators. They may be required to work shifts, including weekends and public holidays. Overnight stays are sometimes required.

Conductors are based in the following locations:

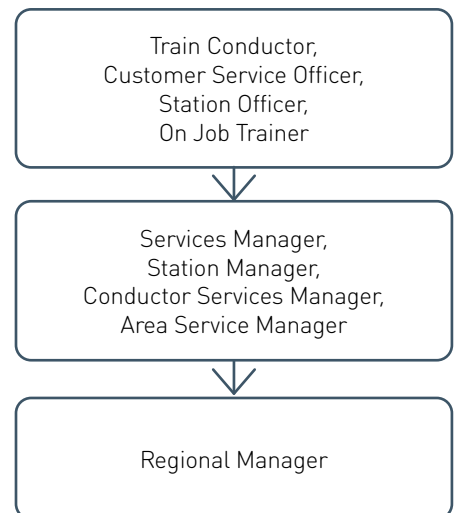
- Southern Cross
- Traralgon
- Bairnsdale
- Seymour
- Shepparton
- Albury/Wodonga
- Kyneton
- Bendigo
- Bacchus Marsh
- Ballarat
- Geelong
- Warrnambool

What is the pay?

In 2020, the average conductor salary is \$59,000 and can increase with experience.

Career path opportunities

There are many long-term prospects in railway customer service or operations. There are many pathways and opportunities that you can take to further your career in rail. Conductors are also in a good position to be considered for training as a train driver.



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