



Position Description

Station Attendant

Role Purpose:

To provide general station caretaking duties, cleaning and opening of the Palmerston North Railway Station for Capital Connection commuter rail services.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”

Key Relationships:

Responsible to:	Capital Connection Customer & Crew Manager
Location:	Palmerston North
Internal Relationships:	On-board crew, KiwiRail staff GJNZ Managers Charter and Long Distance Passenger
External Relationships:	Passengers Maintenance Contractors Suppliers

Key Responsibilities and Accountabilities:

Operational Performance

- To clean the passenger waiting room and passenger toilets; pick up rubbish in the passenger accessible areas and station grounds (not including railway tracks or corridor); and empty rubbish bins. Clean passenger area windows and entrance glass doors.
- Open Building 1 hour prior to scheduled departure times; weigh and label passenger luggage to correct destinations; assist with loading/unloading luggage on arrival of the Service.
- Secure Station Building after train and passenger departure.
- Report any maintenance requirements at the Station.
- Report any non-delivery of services by Contracted waste management or hygiene services
- Keep customers informed of any delays and updates to services
- Any other facilities maintenance duties that arise that can be reasonably expected to fall within the scope of duties for, or managed by the Station Attendant.
- All luggage correctly labelled and any Overweight luggage (+20kgs) labelled.
- Station consistently opened on time and is cleaned and maintained to the accepted standard
- Security of premises maintained at all times.
- Issues that require On-Board Supervisor are escalated within the same shift they occur.
- Customer interaction courteous and well informed.
- No complaints received regarding customer service or station cleanliness or regarding lack of information to running times and disruptions.

Records Management

- Ensure you are aware of the policy and procedures around the creating, maintaining and destruction of records.
- Ensure no records are altered, transferred or destroyed before the disposal date or without authorisation
- All records are to be kept in the relevant filing system, including emails.
- Records are stored correctly and accurately according to company policies and procedures

Health and Safety

- Take all practicable steps to prevent harm to self and others
- Health and safety practices are all followed
- Participate in H&S and induction training as requested
- Comply with all HSE legislation, regulation, code of practice, safe operating procedure, best practice relevant to your responsibility.
- Understand your responsibilities as outlined in the HSE Toolkit
- Participate in injury management & rehabilitation processes if injured at work
- Report work-related harm, pain or discomfort immediately
- Report all hazards and accidents immediately
- Knowledge of specific controls for identified site hazard registers.
- Report any emergency and environmental incidents situations to management
- Participate in emergency evacuation / hazardous spills drills
- Maintain H&S knowledge relevant to the position
- Follow all safety instructions and wear PPC&E as appropriate

Person Specification

Essential	Desirable
<ul style="list-style-type: none">▪ Physical ability to lift customer's luggage up to 25 kg's unaided.▪ Customer Service experience in responding to general public requirements.▪ Self-motivated and proven ability to reliably report for work and undertake tasks without direct supervision and daily monitoring.▪ Excellent verbal communication skills and a good level of diction for communicating with customers.	<ul style="list-style-type: none">▪ Interest and knowledge of KiwiRail's passenger services▪ Some level of maintenance understanding and "know-how," and the maturity and discretion to determine issues to be escalated