

Customer Assistance Officer (Casual)

Are you someone who is a positive, enthusiastic and outgoing individual who is motivated to assist people from all walks of life?

Sydney Ferries Customer Assistance Officers play a crucial role in ticket sales and assisting our customers (both daily commuters and tourists) with a variety of information about Sydney Ferries services.

Sydney Ferries are recruiting for additional teams of Casual Customer Assistance Officers to meet the high volume of customers expected this summer and into 2011.

If you are a people-person who enjoys working in a fun and fast paced environment, like flexible working hours and are ready to start training in late October (for early November start), or late November training (for early December start) - this is the job for you!

Pay: \$24.86 per hour plus 9% super. (Double time shift penalties paid on Sundays and public holidays)

The role includes;

- Selling tickets to customers through sales outlets at Circular Quay and Manly and on vessels
- Advising customers about ferry services, fare types and harbour destinations
- Informing customers about service changes
- Crowd control on busy event days
- Liaising with other ferry staff to support customers needs.
- Assisting keep the workplace clean and well presented at all times

The Successful candidates will have;

- A friendly outgoing manner and a willingness to work in a team
- Strong communication, negotiation and problem solving skills
- Ability to work in a busy, high volume environment
- Cash handling skills
- Availability to commence late October or late November and be available to work throughout December 2010 and January 2011 with the potential for more casual work and possible permanent employment in the future.

Successful candidates will be provided with a comprehensive *paid* training program including;

- Sydney Ferries Induction
- Product Training
- Ticket Sales Training
- Crowd Control
- Customer Relations

Essential Candidate Criteria

- Are you an Australian Citizen or Resident?
- Will you be 18 years of age or over on November 1st, 2010?
- Are you happy to work shift work?
- Are Circular Quay and Manly both suitable locations of work for you?

- Are you available to attend an assessment centre for this role on Friday 24th September 2010 (either morning or afternoon)?
- Are you available to attend 2 weeks of full-time, on-site training commencing late October (or a second intake commencing late November) - both with immediate availability for casual shifts at the conclusion of training
- Do you have any commitments between December and January 2011, that would decrease your shift availability or flexibility of this period
- Please provide 1 example of when you have recently demonstrated outstanding customer service?
- Describe a time when you were able to help out a peer or team member?
- One of the key responsibilities of this role is handling cash from members of the public. Describe your previous cash handling experience?
- Explain your understanding of and commitment to EEO, Ethical Practice, Ethnic Affairs Priority Statement and Occupational Health and Safety?

Further notes for candidates;

- All Transport workers are subject to random drug and alcohol testing and are required to clear a criminal history record check.
- Staff will be rostered over a 7 day week that includes weekends and public holidays. Shifts are a minimum of four hours to a maximum of twelve hours in a day. A typical shift is 8 hours over the busy day time period.

To apply; please visit www.randstad.com.au or for further information contact Emma Duff on: 8507 4212

Applications close midnight Sunday 12th September 2010