



# POSITION VACANT

## Operations Clerk

ComfortDelGro Corporation Australia is the largest private bus operator in NSW. Our subsidiaries, Qcity, Hillsbus, Hunter Valley Buses and Blue Mountains Transit, provide passenger transport services to Queanbeyan and Canberra, Sydney's North West, Hunter Valley and Blue Mountains regions. We are part of an international company with an impressive global footprint and a reputation for providing a safe and reliable public transport network that meets customer and community needs.

### ***The Role:***

We are seeking an experienced and confident Operations Clerk to provide operation support to Shift Managers and Duty Supervisors in meeting the standards and requirements of the company and commercial contracts. Reporting to the Shift Manager, the role requires you to apply your knowledge and skills in assisting with the preparation of communication and distribution of information to drivers.

### ***Key Responsibilities:***

- Record and maintain the register for Communication Reports, ensure they are distributed to the Manager or Duty Supervisors in a timely manner and ensure responded to within 48 hours.
- Provide administrative support to the Duty Supervisors to meet daily operation needs including bus allocations and relief duties.
- Maintain drivers' personnel files in an orderly manner including documents relating to performance, training, accidents and customer service.
- Manage and maintain uniform orders and Purchase Orders and manage the record keeping for lost property.
- Check invoices against purchase orders and provide documentation to Finance for payment.
- Respond to customer's complaints and provide good customer service support in ensuring all complaints are dealt with in a timely and professional manner.
- Manage petty cash and ensure records are maintained and provide reconciliation where required.

***Skills, attributes and experience which are essential to succeed in this role:***

- Good customer service focus and the ability to understand and work cooperatively with internal stakeholders' to ensure requirements and expectations are consistently met.
- Personal responsibility and accountability with organisational skills and the ability to meet deadlines.
- Proficiency with PC applications, particularly in MS Word, Excel and Outlook.
- Ability to work in a changing, fast paced and challenging environment.
- Well-developed analytical and problem solving skills.
- High level written communication, interpersonal and influencing skills to confidently deliver outcomes with stakeholders both inside and outside the organisation.
- A pragmatic, professional and energetic approach to 'getting things done' with a high level of independence and autonomy.

The role represents a career development opportunity to become a fundamental member of ComfortDelGro Corporation's Operations Team at our Northmead Depot.

**Are You Interested?**

Please apply online or email your cover letter and resume to [jobs@cdcbus.com.au](mailto:jobs@cdcbus.com.au) by Friday 28th April.