



### Our Purpose

To provide safe, customer-focussed, integrated and efficient transport services.

#### Position Title

Road Coach Operator – East Perth

#### Level

REA 6

#### Position Number

32816, 33902 - 33904

33906 - 33924, 34569

#### Division/Directorate

Transwa

#### Branch/Section

Operations / Road

#### Effective Date

October 2016

#### Health Task Risk Assessment Category

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#### Reporting relationships

Superordinate: Assistant Operations Manager Road, Level 5

Subordinates: No Direct Reports

#### Key role of this position

Deliver to the Public Transport Authority's customers a quality service while operating long distance passenger road coaches.

#### Core duties and responsibilities

- Provides a safe, efficient and high level of customer service to the customers of the Public Transport Authority while operating long distance passenger road coaches.
- Collects correct fares, issues tickets and assists with baggage handling.
- Completes vehicle checks in accordance with Transwa's policy and procedures.
- Prepares relevant documentation including reports in respect to defects, accidents, incidents and irregularities.
- Diagnoses faults and carries out running repairs, minor maintenance and changes tyres when necessary.
- Operates communication equipment in accordance with correct procedures (for example. public address system and mobile phone).
- Provides assistance to customers including people with special needs and administering first aid.
- Maintains effective liaison with support staff including agents.
- Undertakes other duties as required.



## Essential Work Related Requirements

### 1. Job Specific

- Substantial experience in driving passenger vehicles with a minimum seating capacity of 40 seats.
- Possession of a current Western Australian Heavy Vehicles Drivers' Licence 'Class HR' or equivalent with 'Hire and Reward' endorsement. This requirement continues for the duration of employment in this position and from time to time production of the licence on request by the Authority may be required.
- Considerable understanding of and adherence to the Road Traffic Act and a safe driving record.

### 2. Communication and Interpersonal

- Well developed communication and interpersonal skills in a frontline customer service environment, including demonstrated conflict resolution skills.
- Sound written communication skills, including the ability to prepare reports in respect to defects, accidents, incidents and irregularities.

### 3. Conceptual, Analytical and Problem Solving

- Sound mechanical aptitude, including the ability to diagnose problems, undertake minor repairs and report on faults and failures.

### 4. Organisation

- Well developed skills in completing day to day work effectively without supervision.

## Special Appointment Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position (includes alcohol and drug screening).
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Production of an acceptable "Certificate of Traffic Convictions Record" issued no greater than one month prior to the time of application.
- Production of "Certificate of Demerit Points Record" showing no greater than four current demerit points issued no greater than one month prior to the time of application.
- Appointment is subject to production of a current Senior First Aid Certificate. Applicants must meet this special requirement before appointment can occur.
- Ability to work shifts, weekends and stay away from home as required.



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**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Managing Director / Executive Director / General Manager**

.....  
**Signature**

.....  
**Date**

**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**

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