



Job Description Form

Our Purpose

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

Position Title

Central Monitoring Room Operator

Level

REA 6

Position Number

30100, 32956 - 32959,
32964 - 32969, 32999,
33000

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

September 2016

Health Task Risk Assessment Category

4

Reporting relationships

Superordinate: Central Monitoring Room Coordinator, Level 3

Subordinates: No Direct Reports

Key role of this position

This role primarily operates CCTV cameras and other Central Monitoring Room (CMR) equipment to improve safety and security for Transperth services. This includes security and surveillance in relation to railway stations adjoining car parks and Public Transport Authority (PTA) property. This role also provides information and advice to people calling the Central Monitoring Room, sometimes in emergency situations.

Core duties and responsibilities

Technical and Maintenance

- Monitors CCTV cameras, base-radio, phones and other CMR equipment, to help maintain safety and security at stations/adjoining areas.
- Assesses, evaluates and promptly reports situations related to customer support and security, consistent with CMR Standard Operating Procedures, under the guidance of Shift Commanders or other relevant personnel.
- Responds promptly and appropriately to phone calls, base radio, system alarms, emergency telephone calls and/or screen-based digital images detected by surveillance cameras, with follow up action necessary including alerting relevant personnel in event of potentially serious incidents or emergencies.
- Performs both proactive and reactive roles in relation to potential hazards, safety and security requirements on the rail reserve, by undertaking a range of assigned tasks including tours of duty, routine equipment testing and maintenance checks of stations adjoining car parks and any other PTA property.
- Provides information, reports and/or assistance in designated areas of service delivery e.g. providing information to assist commuters with special needs, data for maintenance requests, etc.

- Assists and directs customers and staff by using Public Address system or other CMR technology in the event of an accident, hazard, emergency, incident, systems failure or other situation, to the extent permitted under prescribed procedures and/or as directed by senior personnel.
- Maintains surveillance of trains, staff and passengers, station facilities, equipment and other PTA property, reporting abnormalities, malfunctions and other difficulties, faults or problems, taking appropriate actions enabling the PTA to carry out maintenance and repairs or respond quickly and appropriately to ensure public safety and security, as required under the PTA Act and other legislation including relevant Rail Safety legislation.
- Operates CCTV cameras, CMR equipment and software, to observe, track, record, download and provide information as and when necessary; and undertake tasks required for the purposes of maintaining public safety and railway security, consistent with Codes of Conduct and Ethics and probity standards required of CCTV operators.

Training and Safety

- Prepares and delivers training and workplace assessments for CMR personnel, as required and under the guidance and advice of the Registered Training Organisation.
- Provide on-the-job training, guidance & assistance to personnel using CCTV equipment and procedures.
- Assists with routine and administrative tasks for customer service and security, as/when requested.
- Works under the guidance and receives direction from the Shift Commander to help maintain a safe and secure environment at and around railway stations e.g. alerts the Shift Commander to potential hazards at stations, performs scheduled surveillance tasks as instructed, responds to commands during incidents or emergencies.

Administration

- Provides general administrative support as and when needed by Transperth Train Operations, including data entry and routine clerical tasks when directed.
- Work as part of a team, liaising and assisting CMR colleagues and other authorised personnel with tasks and functions allocated to the CMR, including taking responsibilities for relief in ticketing control duties when Ticketing Control Officers are not in attendance.
- Undergoes on and off the job training as required.

Essential Work Related Requirements

1. Job Specific

- Considerable understanding of emergency procedures within an operational environment.
- Considerable knowledge and understanding of contemporary customer service techniques and principles.
- Excellent manual dexterity and hand-eye co-ordination as required for operation of Pan, Tilt, Zoom (PTZ) cameras and remote tracking equipment.
- Sound ability to understand and apply written and verbal instructions including documented operating procedures, equipment manuals and Code of Conduct.

2. Communication and Interpersonal

- Well-developed written and verbal communication and interpersonal skills e.g. experience in public speaking, PA or radio, and negotiation skills.

3. Conceptual, Analytical and Problem Solving

- Sound ability to promptly and correctly carry out designated procedures while under pressure.
- Good observation and decision making skills in stressful or emergency situations.

4. Organisation

- Sound ability to work autonomously and also co-operatively with others as part of a team.

5. Computer Literacy

- Sound keyboard and mouse skills and competence in using surveillance technology, related computer equipment and software.

Special Appointment Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Subject to satisfactory integrity checks.
- Ability to work shift work and/or weekend work as required to a 24 hour, 7 day roster.
- Applicants agree to comply with Public Transport Authority’s policies including the Alcohol & Drugs Policy and Procedure and associated random testing, and Performance Management and Discipline Policies, as published from time to time on the PTA Intranet.
- Applicants agree to abide by Public Transport Authority’s Code of Ethics and Code of Conduct for the operation of the CCTV Control System.
- Appointment is subject to successfully completing the following special training requirements within an agreed period of time. Cancellation of the appointment will occur where an applicant does not meet the special requirements within the agreed period of time.
- Satisfactory completion of Public Transport Authority Electrification Safety Awareness training and the CCTV Operators’ Training Course.
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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

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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

