



Job Description Form

Our Purpose

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

Position Title

Senior Passenger Assistant

Level

REA 6

Position Number

31330, 31331, 32008

Division/Directorate

Transwa

Branch/Section

Operations

Effective Date

January 2019

Health Task Risk Assessment Category

3

Reporting relationships

Superordinate: Terminal Manager Bunbury, Level 5

Subordinates: No Direct Reports

Key role of this position

Provides quality customer service, assistance and information to passengers on the Public Transport Authority's (PTA) Australind service and ensures safety standards are met.

Core duties and responsibilities

- Maintains a high passenger profile at all times during the course of a train service, including providing assistance, information, comfort, safety and security to passengers as required. Sells tickets to en route passengers as needed and distributes pre-paid tickets as necessary.
- Ensures on board facilities, equipment and amenities are kept in a clean and operational condition and ensures any concerns or defects are promptly reported.
- Supervises Passenger Assistant(s) and liaises with Locomotive Operators in regard to train operations, assists with safeworking as required and implements emergency procedures when necessary.
- Compiles all necessary documentation as required.

Essential Work Related Requirements

1. Job Specific

- Considerable understanding of contemporary customer service techniques and their application within a hospitality environment, including cash handling and stock management.

2. Communication and Interpersonal

- Well developed relationship management skills, including the ability to develop a rapport with external stakeholders and resolve customer complaints.
- Sound ability to liaise with a diverse range of customers.

3. Conceptual, Analytical and Problem Solving

- Sound numerical skills, including the ability to undertake basic manual calculations.

4. Organisation

- Sound planning and organisational skills, including the ability to work both autonomously and in a team environment.
- Sound ability to prioritise tasks and cope with competing demands.

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.
- Ability to work outside normal business hours, weekends and public holidays.
- Applicants must meet the special requirements shown below within an agreed period of time. Cancellation of the appointment will occur where an applicant does not meet the special requirements within an agreed period of time after appointment.
 - Supervised Worker (SW) Track Access Permit
 - Arc Infrastructure Supervised Worker (SW) Track Access Permit
 - Electrification Safety and Awareness
 - Senior First Aid
 - Advanced Resuscitation.

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

