



Job Description Form

Our Purpose

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

Position Title

Passenger Assistant

Level

REA 3

Position Number

36005, 36006, 36007, 36008,
36009, 36010, 36011, 36012,
36013, 36014, 36015, 36016
36017, 36299, 36300

Division/Directorate

Transwa

Branch/Section

Operations

Effective Date

October 2025

Health Task Risk Assessment Category

3

Reporting relationships

Superordinate: Train Services Supervisor, Level 4

Subordinates: No Direct Reports

Key role of this position

Provides a safe, high quality customer service, assistance and information to passengers on Transwa's Prospector, AvonLink and MerredinLink service.

Core duties and responsibilities

- Deliver high-quality passenger service by maintaining visibility and assistance, information, comfort, safety, and security throughout the journey.
- Ensure onboard facilities, equipment, and amenities are clean, functional, and well-maintained; promptly log and report any faults or concerns to the Senior Passenger Assistant.
- Assist with passenger boarding and luggage handling, in particular support provided to elderly passengers, individuals with disabilities, and mothers with children.
- Makes routine public address announcements or other announcements as required by the Senior Passenger Assistant and assists the Senior Passenger Assistant as required, including emergency procedures.
- Responsible for the sale of refreshments and other stock from the buffet, operation of appropriate equipment, security of cash received, and completion of all necessary documentation as required.
- Carries out as required, such tasks and functions that are within the limits of the employee's skills, competence and training.
- Undertakes other duties as required to support service delivery.

SELECTION CRITERIA

1. Core Competencies

- Considerable understanding of contemporary customer service techniques and their application within a hospitality environment.

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 prioritise tasks and cope with competing demands.

5. Special 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.
- Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent. 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.
- Ability to drive to/from regional locations for the purpose of commencing shifts or returning to Home Depot.
- 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 following appointment to a position. Cancellation of the appointment will occur where an applicant does not meet the special requirements within the 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.

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

