



Job Description Form

Our Purpose

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

Position Title Administration Support Officer	Level 2	Position Number 33181
Division/Directorate Transperth System, Transregional and Schoolbuses	Branch/Section Schoolbuses	
Effective Date January 2026	Health Task Risk Assessment Category 5	

Reporting relationships

Superordinate: Manager Schoolbuses, Level 8

Subordinates: No Direct Reports

Key role of this position

Provides a customer focussed secretarial and administrative support service to the Manager Schoolbuses and Senior Schoolbuses staff.

The role assists with the administration of the Student Transport Assistance Policy including responding to customer enquiries.

Core duties and responsibilities

Secretarial Support

- Provides secretarial services to the Manager Schoolbuses and Senior Schoolbuses staff using word processing and other standard computer software.
- Manages the Manager Schoolbuses diary, including scheduling meetings/appointments and organising supporting material.
- Attends to telephone calls on behalf of the Manager and senior staff members, as required.
- Performs the role of Minutes Secretary at meetings, including preparation and distribution of agenda and minutes, and following up actions on behalf of the Manager.

Administrative

- Monitors, organises and prioritises incoming correspondence for the Manager.
- Develops and maintains a records management system for the Manager.
- Arranges payment of accounts from the Branch budget.
- Undertakes research tasks for the Manager and senior staff members using various sources, including corporate records and the Internet.
- Assists with the preparation of routine correspondence.
- Arranges travel and accommodation Branch staff.
- Orders and maintains stationery and equipment including Branch asset register.

Customer Service

- Provides a quality customer service to customers who make inquiries relating to the application of the Student Transport Assistance Policy.
- Responds to and resolves customer interactions or directs the enquiry to the appropriate position for resolution

Other

- Provides front line reception duties for the Branch including responding to the Branch generic email addresses.
- Participates as a constructive member of the Schoolbuses team.
- Identifies and implements process improvements within the scope of position responsibilities.
- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Demonstrated experience in the provision of quality customer service.
- A strong customer service focus with demonstrated experience in the handling of sensitive customer service issues.
- Relevant experience providing customer focussed administrative and/or secretarial support services

2. Communication and Interpersonal

- Well developed interpersonal, verbal and written communication skills, including the ability to liaise with staff at various levels.
- Demonstrated ability to work in a team environment

3. Conceptual, Analytical and Problem Solving

- Demonstrated ability to identify and implement process improvements.

4. Organisation

- Sound organisational and time management skills, including the ability to work with minimal supervision, use initiative and balance competing priorities.

5. Computer Literacy

- Sound computer literacy, including high level word processing skills and knowledge of Microsoft Office applications.

6. 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.

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

