



## Job Description Form

### Our Purpose

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

#### Position Title

Signage and Disruptions Officer

#### Level

4

#### Position Number

37253  
(Nominated)

#### Division/Directorate

Customer Strategy and Communications

#### Branch/Section

#### Effective Date

March 2026

#### Health Task Risk Assessment Category

5

### Reporting relationships

Superordinate: Project Manager Signage, Level 6

Subordinates: No Direct Reports

### Key role of this position

Coordination of passenger disruption signage at stations, and signage projects from concept to delivery and commissioning associated with the expansion and maintenance requirements of the Public Transport Authority's (PTA) network.

### Core duties and responsibilities

- Coordinates the design manufacture and installation of disruption signage for public transport services, events and facility upgrades.
- Liaises with PTA divisions and contractors to coordinate the scoping, design and review of signage plans for PTA projects.
- Liaises with contractors, suppliers and stakeholders to facilitate the development and delivery of signage projects, ensuring compliance with cost, time, quality and safety requirements.
- Ensures a consistent approach to the application of the PTA Signage Framework across all projects.
- Assists in the review and reporting of contractor performance.
- Monitors the progress of signage projects, prepares progress reports and advises Project Manager Signage of any issues that will affect the project or its milestones.
- Conducts station signage audits and ensures disruption signage works are carried out in a timely manner by PTA signage contractors.
- Utilises the Transperth Route Information System (TRIS) and associated tools to audit, manage and update signage assets.
- Ensures signage complies with the relevant standards, in particular disability standards.
- Undertakes research and assists in the preparation of reports on projects as required.
- Investigates signage matters and prepares responses to customer comments and ministerial responses as they relate to signage.
- Represents the Customer Strategy and Communications Signage Team at meetings, site visits and provides technical advice on signage issues as required.
- Other duties as required.

---

## SELECTION CRITERIA

### 1. Core Competencies

- Evidence of a trade qualification or certificate of higher learning or experience relevant to the role.
- Demonstrated experience in coordinating signage projects including large scale disruption signage projects
- Considerable project and contract management skills and experience.
- Considerable experience in coordinating infrastructure projects.

### 2. Communication and Interpersonal

- Highly developed verbal and interpersonal skills, with the ability to develop a good rapport with internal and external stakeholders.
- Well-developed written skills, including the ability to prepare responses to customer comments and ministerial responses as well as reports.

### 3. Organisation

- Well-developed planning and organising skills, including the ability to prioritise tasks and to cope with competing demands and priorities.
- Demonstrated ability to work independently, with some supervision and as part of a team.

### 4. Computer Literacy

- Experienced and competent in the use of Microsoft Excel and Word, Adobe InDesign, Illustrator, Photoshop and MS Teams.

### 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.

---

### 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**