



# Administrative Assistant

**Branch:** Transfers  
**Directorate:** Driver and Vehicle Services  
**Position Number:** 00014461  
**Classification:** Level 1 2022  
**Physical Location:** Innaloo  
**Award/Agreement:** Public Service Award & Public Sector CSA Agreement 2024

## Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



**COLLABORATION**

Working **together**, we get things done.



**WELLBEING**

Looking after **ourselves** and supporting **others**.



**ADAPTABILITY**

Always open to **possibilities**.



**ACCOUNTABILITY**

Taking ownership, we **deliver**.

## Overview of the directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

## Overall purpose of the role

The Administrative Assistant is responsible for contributing to the achievement of the branch's goals and objectives by contributing to process and procedural improvements, accurately processing data and queries within defined time frames and the effective handling of queries and concerns.

## Work description

- Efficiently and effectively processes data and requests.
- Completes general correspondence, letters, internal memorandums, file notes and e-mail.
- Analyses data or information and effectively deals with any issues or problems that arise.
- Actively participates in team and branch activities.
- Cooperates with colleagues to achieve key performance indicators, supports team members and contributes positively to team morale.
- Provides high levels of customer service to internal and external stakeholders.
- Performs general administrative tasks, which may include, but are not limited to:
  - processing vehicle disposal applications,
  - performing vehicle and plate record searches,
  - updating records in the Licensing database,
  - scanning Optional Licence plate applications; and
  - assessing and processing concession applications.

## Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

### Criteria:

#### Essential:

1. Sound interpersonal and oral communication skills, with the ability to communicate clearly and accurately.
2. Organisational skills, including the ability to priorities work, meet deadlines and maintain data accurately.
3. Commitment to the provision of quality service to all customers.
4. The ability to work in a team environment and contribute to the achievement of team goals.
5. Keyboard skills, including the ability to input data accurately into a database or information system.
6. Sound written communication skills for the preparation of general correspondence.

#### Desirable:

Nil

## Reporting relationships

Manager Vehicle Services, Level 7



Team Leader, Level 5



**This Position**



Nil

## Allowances/Special conditions

1. A current national police clearance certificate is required for this position.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Chief People Officer**  
**People and Culture**