



Job Description Form

Our Purpose

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

Position Title Ticketing, Performance and Information Coordinator	Level 5	Position Number 33207 (Nominated)
Division/Directorate Transperth System, Regional Town and School Bus Services	Branch/Section Ticketing & Performance	
Effective Date May 2023	Health Task Risk Assessment Category 5	

Reporting relationships

Superordinate: Ticketing, Performance and Business Intelligence Manager L8

Subordinates: Ticketing & Performance Inspector, Level 2 (x3)

Key role of this position

The Ticketing, Performance and Information Coordinator coordinates, develops and evaluates systems and benchmarks to monitor the performance of Transperth contracts and service providers, and negotiates with providers, and implements corrective action or penalties to ensure contractual compliance.

In collaboration with the Manager, the position provides informed operational input to the development and application of Transperth ticketing policies, guidelines and standards, and provides advice on and interpretation of, complex and contentious policy issues.

Provides information support to other agencies including Law enforcement investigating patronage movements

Core duties and responsibilities

Contractual Compliance

- Manages the monitoring of the performance of Transperth service providers against standards in order to promote a high quality service delivery and ensures accurate service performance reporting and auditing; takes corrective action to ensure contract compliance.
- Manages, coordinates and mentors the Service Performance Inspectors and provides monitoring contractual advice and direction.

Service Performance

- In collaboration with the Manager, provides informed operational input to the development and application of Transperth ticketing policies, guidelines and standards, and provides advice on and interpretation of, complex and contentious policy issues.
- Coordinates systems and processes for the monitoring and addressing of customer feedback and complaints regarding PTA's service, timetable compliance and associated issues
- Plans and manages regular ticket inspections campaigns across the metropolitan service network

Information coordination

- Interrogates and analyses the Transperth Ticketing system to identify critical evidence and data for law enforcement agencies.
- Provide support and liaise with internal and external agencies to aid in the prosecution of criminal investigations.
- Produces data and gives evidence in court if required attend Criminal and civil court hearings as required.
- Coordinates systems and processes for the monitoring and addressing of customer feedback and complaints regarding PTA's service, timetable compliance and associated issues.
- Plans, coordinates and oversees regular ticket inspection campaigns across the metropolitan service network.

SELECTION CRITERIA

1. Core Competencies

- Considerable experience in monitoring service performance.
- Considerable knowledge of the application of Transperth fares and ticketing policies.
- Knowledge and understanding of public transport systems.

2. Communication and Interpersonal

- Demonstrated capacity to apply customer service principles.
- Demonstrated oral, interpersonal and written communication skills.
- Demonstrated negotiation and consultation skills.
- Demonstrated ability to work in teams.

3. Conceptual, Analytical and Problem Solving

- Well developed analytical, problem solving and conceptual skills.

4. Organisation

- Demonstrated capacity to organise and prioritise work and meet targets.

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

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Signature

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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.

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Signature

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Date