



Team Support Officer Infringement Services

Branch: Infringement Services
Directorate: Driver and Vehicle Services
Position Number: 00026980
Classification: Level 3
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.



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



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



Always open to **possibilities**.



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 is 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

- Contributes to the efficient and effective management of infringements by investigating and resolving processing errors, responding to more complex and/or escalated queries or complaints, and assisting in the preparation of correspondence and responses to Ministerial queries.
- Assists the Team Leader in managing the quality of work, team processes and procedures, and in developing the skills and capability of team members.

Work description

- Investigates and responds to escalated and more complex infringement related matters requiring follow up and response and resolves or makes recommendations for resolution including withdrawals.
- Investigates and drafts responses to client complaints and collates and provides information and recommendations to support resolution of more complex issues.
- Investigates and resolves complex payment enquiries and reconciliations, requiring follow-up responses and/or recommendations.
- Investigates, analyses and remedies processing errors, including verifying relevant information, identifying recurrent issues and recommending solutions.
- Liaises and collaborates with a range of internal and external stakeholders as required to investigate and resolve infringement related matters.
- Researches and collates information to assist in the drafting of responses to Ministerial and other high-level enquiries.
- Provides advice on the interpretation and application of legislation, regulations and instructions to ensure correct and factual information is used in the assessment and issue of infringements and in the provision of customer advice by team members.
- Contributes to development of team members through sharing knowledge, coaching, mentoring and assisting in delivery of on-the-job training.
- Maintains and assists in the development of documentation including work instructions, procedures, response templates and training materials.
- Acts as a subject matter expert and provides input to projects and development and implementation of changes relating to processes, procedures and systems.
- Liaises with the System Administrator as required to address system related problems including processing queries and issues.
- Assists the Team Leader and supports quality assurance by undertaking spot or sample checks and recommending improvements to processes, procedures and training.
- Undertakes other duties as requested.

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. Demonstrated organisational, time management and coordination skills in a high-volume processing environment.
2. Excellent verbal communication and interpersonal skills and demonstrated ability to deal with difficult or sensitive situations and a wide variety of people, including emotive or agitated customers.
3. Well-developed written communication skills to draft correspondence and maintain a variety of documents.
4. Well-developed analytical and problem-solving skills to investigate and resolve complex enquiries, complaints and processing errors.
5. Demonstrated ability to work independently and as a member of a team in contributing positively to the achievement of team goals and KPIs.

DESIRABLE:

1. Relevant experience and comprehensive knowledge of legislation, policy, processes and systems relevant to infringement management.

Reporting relationships

Manager Infringement Services, Level 7



Team Leader Infringement Services, Level 5



This Position

Nil

Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements 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.

**Executive Director
People and Culture**