



Job Description Form

Our Purpose

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

Position Title

Administration Support Officer (Relief)

Level

1

Position Number

30319 (Operational)

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

March 2019

Health Task Risk Assessment Category

4

Reporting relationships

Superordinate: Transit Manager Administration & Revenue, Level 6

Subordinates: No Direct Reports

Key role of this position

Provides relief to the Equipment Officer positions in the Transit Office Equipment Store within the Transperth Train Operations Security Services Branch, when the Equipment Officers are clearing leave or are absent. When not relieving in the Equipment Office the role will assist in the day to day handling of customer enquiries and infringement notices and provide administrative and word processing support to the Transit Administration Office.

Core duties and responsibilities of Equipment Office

- Maintains available and adequate supplies of hardware equipment in the Transit Office Equipment Store.
- Conducts regular stock-takes and audits equipment.
- Maintains and secures equipment in an orderly manner which allows for prompt retrieval.
- As directed, organises staff equipment issue including radio packs at the start and finish of shifts.
- Oversees the return of radio packs and HSRs at the completion of Transit Officer's shifts, including the charging of returned radios.
- Checks returned staff equipment, and notifies relevant staff.
- Communicates with Transit Officers, Revenue Protection Officers and other staff using two-way radios.
- Regulates the issue and return of keys for Transit Office vehicles.
- Notifies relevant staff of required repairs to maintain equipment.
- Attends to Equipment Store front counter for staff enquiries.
- Assists in the preparation of statistical reports as and when required.
- Basic data entry of statistical information into related databases as required.
- Regularly conducts name checks on the police main frame at the request of authorised Transit Office personnel.

Core duties and responsibilities of Infringement Office Administration

- Provides assistance to the Transit Infringement office in the processing and management of infringement notices.
- Provides a profession information service to customers pertaining to infringement notices and ensures that customer inquiries are dealt with effectively.
- Sorts through all incoming correspondence and processes accordingly.
- Performs data entry of infringement notices.
- Maintains the infringement notice data base.
- Drafts reply correspondence to customer's appeal letters.
- Assists with filing of infringement notices.
- Assists Investigations Officers / Prosecutors / Supervisors / Managers to search and copy documents.

Other

- Carries out as required, such tasks and functions that are within the limits of the employee's skills, competence and training.

Essential Work Related Requirements

1. Job Specific

- Demonstrated knowledge in general administrative procedures, contemporary customer service techniques and arrangement of equipment maintenance.
- Ability to effectively work with minimal supervision and in a team environment.

2. Communication and Interpersonal

- Good communication skills including written, verbal and interpersonal.

3. Organisation

- Good organisational skills.

4. Computer Literacy

- Computer literate with the ability to competently use the appropriate word processing, spread sheet and data processing software packages.

Special Appointment 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 with the ability to obtain clearance at a level to operate the Police Mainframe.
- Ability to work shift work and/or weekend work as required to a 24 hour 7 day roster.
- Subject to satisfactory integrity and criminal records checks.
- Appointment will be cancelled if applicant does not meet satisfactory performance standards within the 6 month probationary period.

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