



Job Description Form

Our Purpose

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

Position Title

Infringement Appeals Officer

Level

2

Position Number

30029, 35873, 36495

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

November 2022

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Coordinator Transit Support, Level 5

Subordinates: No Direct Reports

Key role of this position

Responsible for the day to day handling of customer enquiries, and the processing, research and management of infringement notices, liaison with external agencies and providing administrative support for the Transit Administration Office.

Core duties and responsibilities

- Review, research and adjudicate submitted customer appeal letters, draft reply correspondence to customer appeal letters, investigate matters of identification fraud and interpret Acts and Regulations.
- Provide assistance to the Transit Administration office in the processing and management of infringement notices, maintaining the infringement notice data base.
- Provide a professional information service to customers pertaining to infringement notices and ensure that customer inquiries are dealt with effectively.
- Process all incoming written and email correspondence relating to infringement notices including receiving and reconciling associated payments.
- Assist internal stakeholders to research documents related to infringement matters and deal with enquiries from other agencies (WA Police, Corrective Services, etc.) in relation to specific offenders.
- Research and analyse statistical information to identify trends and issues for incorporation in ministerial reports, and provides support to in relation to the processing of Action Reports.
- Research SmarTrack database for faults and misuse issues and prepares internal reports.
- Handle evidence and liaise with the Evidence Officer for property return.
- Carry out as required, such tasks and functions that are within the limits of the employee's skills, competence and training.

SELECTION CRITERIA

1. Core Competencies

- Sound knowledge in general administrative procedures, including a good understanding of criminal legislation for the purposes of offence categorisation.
- Knowledge of relevant sections of the Public Transport Authority's Act and Regulations.
- Sound knowledge of Transperth ticketing and fare systems.

2. Communication and Interpersonal

- Well developed written, oral and interpersonal skills with the ability to liaise and communicate with people at all levels.
- Ability to work within a team environment and promote the development of an effective team.
- Proven conflict resolution skills and ability to maintain composure when working with difficult customers.

3. Conceptual, Analytical and Problem Solving

- Good analytical, problem solving and conceptual skills.

4. Organisation

- Sound planning and organisational skills.

5. Computer Literacy

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

6. 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.

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