



## Job Description Form

### Our Purpose

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

**Position Title**

Transit Officer

**Level**

TOIA

**Position Number**

396 FTE

**Division/Directorate**

Transperth Train Operations

**Branch/Section**

Security Services

**Effective Date**

November 2022

**Health Task Risk Assessment Category**

2

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### Reporting relationships

Superordinate: Transit Line Supervisor, Level 3

Subordinates: No Direct Reports

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### Key role of this position

- To ensure passenger safety and security whilst on the passenger rail network and other associated Transperth services.
- To minimise fare evasion through regular ticket inspections.
- To provide assistance and information to passengers in a friendly and professional manner.

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### Core duties and responsibilities

- Circulates on train stations and Public Transport Authority (PTA) car parks as directed and in accordance with Transit Officer's Operating Manual to ensure a safe and secure environment for passengers whilst on the rail reserve.
- Provides a full range of customer service assistance and information concerning Urban Rail and Metropolitan Bus and Ferry services and in medical emergencies renders first aid consistent with the level of proficiency.
- Ensures customer complaints and enquires are dealt with in accordance with the PTA's Customer Service Charter.
- Carries out regular ticket inspections as directed or as part of a team in accordance with procedures described in the Transit Officer's Operating Manual.
- Interacts with passengers to enhance and promote the positive image of the PTA and the services it offers.
- Operates in potentially complex and stressful environments such as assisting emergency and safety control officers as directed in the event of emergencies, security or system failures and operational needs.
- Compiles court briefs, evidentiary statements and incident reports.
- Reports on the effectiveness of train/bus interchanges and assists in the coordination of connecting services in liaison with local bus operators.
- Complies with the requirements of upgrades and changes to fare, ticketing and system access technologies consistent with training.
- Ensures that the quality of service delivered is to the standards set by the PTA and deals with customer enquiries and complaints in accordance with the Public Transport Authority Customer Service Charter.
- Liaises with WA Police on integration of activities supporting the PTA's Transit Officer operations and emergencies.

- Establishes and maintains relations with customers, Community groups and in relevant areas of Local Government with the object of promoting use of Transperth Train Operations services.
- Works in conjunction with Aboriginal Liaison Officers to achieve successful outcomes.
- Carries out as required, such tasks and functions that are within the limits of the employee's skills, competence, and training.
- Undergoes related enterprise specific and other training including competencies on an as required basis.

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## SELECTION CRITERIA

### 1. Core Competencies

- Good knowledge and understanding of contemporary customer service techniques and their application in a variety of relevant situations.

### 2. Communication and Interpersonal

- Well-developed communication and interpersonal skills including the ability to:
  - liaise with people from diverse social and cultural backgrounds
  - resolve conflict situations
  - follow written and verbal instructions
  - share information and knowledge
  - work as part of a team.

### 3. Computer Literacy

- Applied literacy (includes computer literacy) and numeracy skills adequate to perform the duties of the position.

### 4. Special Requirements

- Satisfactory completion of required medical examinations (including psychometric assessment) to verify psychological and physical fitness to perform the duties of the position.
- Ability to undertake shift work involving unsociable hours including weekends and public holidays.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.
- Provision of a current First Aid qualification (HLTAID011)
- Subject to satisfactory integrity checks and police clearance.
- Compliance with Public Transport Authority's Alcohol & Drugs Policy and Procedure, which includes random testing.
- Adherence to Public Transport Authority's dress code/corporate image and safety standards.
- Possession of a current Ordinary Western Australian 'C' or 'C-A' Class Drivers License. This is an ongoing requirement for the duration of employment in this position and from time to time production of the licence on request by the PTA may be required. **Applicants holding a Novice licence do not qualify for this position.**
- Appointment is subject to a probationary period of 6 months.
- Applicants must meet the special requirements shown below within an agreed period. Cancellation of the appointment will occur where an applicant does not meet the special requirements within an agreed period of time after appointment.
  - Operations Officer (OO) Track Access Permit
- Appointment is subject to progress towards completing within the prescribed time:
  - Certificate III in Security Operations (CPP30411).

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**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**

.....  
**Date**