



## Job Description Form

### Our Purpose

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

**Position Title**

Information Services Officer

**Level**

2

**Position Number**

33359, 35183

**Division/Directorate**

Information Management and Operational Systems

**Branch/Section**

Corporate Information/Information Services

**Effective Date**

May 2023

**Health Task Risk Assessment Category**

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### Reporting relationships

Superordinate: Information Services Manager, Level 6

Subordinates: No Direct Reports

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### Key role of this position

Delivers corporate information and records management services to the Public Transport Authority (PTA), including services related to the classification and indexing of records, file creation and retention and disposal of records. The role also provides informed records management advice and support to PTA staff, and contributes to the daily functions of Information Services to deliver quality customer service.

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### Core duties and responsibilities

**Customer Service**

- Ensures focus on customer needs by responding to phone, counter and email enquiries.
- Provides excellent customer service by processing service requests in a timely and proficient manner.
- Ensures the continued improvement of information and records management services and provides advice on record keeping best practices and standards.
- Assists with the daily processing and distribution of internal and external mail.
- Assists with file retrievals from and returns to State Archives and ensures the EDRMS is updated to reflect movement of files.

**Records Management**

- Conducts quality checks of records and executes fixes to issues.
- Assists with file movements and tracking, including shelving files within on-site repositories and updating location on EDRMS system.
- Contributes to the review and development of Information Services work instructions and intranet sites.

- Performs imaging of records as required and to determined scanning standards.
- Assists and provides recommendations for improvement on the records management framework.
- Assists with file and repository audits to update location of all physical files in the EDRMS system.
- Assists with the physical creation of new files and volumes including the transfer of custodianship.

#### **Classification and Indexing**

- Provides classification and indexing services in a timely and efficient manner.
- Classifies records based on Keyword AAA and in accordance with approved disposal authorities.
- Indexes and registers records into the EDRMS following established and best practice naming conventions.

#### **Retention and Disposal**

- Applies sentences to files in accordance with authorised retention and disposal authorities.
- Undertakes the disposal process, including retrieving, closing, sentencing and boxing files in accordance with authorised retention and disposal authorities and work instructions.
- Destroys records under the direction of the Information Services and Disposal Coordinator.

#### **Other**

- Participates in and contributes to team meetings.
- Undertakes other duties as required.

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### **SELECTION CRITERIA**

#### **1. Core Competencies**

- A demonstrated commitment to delivering quality customer service.
- Demonstrated experience in records management activities including retention and disposal, classifying and indexing of records.

#### **2. Communication and Interpersonal**

- Good written, verbal and interpersonal skills, including the ability to communicate openly and effectively with people at all levels.
- Demonstrated ability to work effectively in a team environment.

#### **3. Conceptual, Analytical and Problem Solving**

- Sound analytical skills, including the ability to identify and resolve problems and exercise initiative – particularly in relation to classification and indexing of records.

#### **4. Organisation**

- Good planning and organisational skills, including the ability to prioritise tasks and meet planned outcomes.

#### **5. Computer Literacy**

- Demonstrated experience in the use of an Electronic Document and Records Management System (EDRMS).
- Demonstrated computer skills with the ability to use word processing, spreadsheets and email applications, including the use of office equipment.

#### **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.
- Ability to lift archive boxes to a weight of 16 kgs.

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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

.....  
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