



Job Description Form

Our Purpose

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

Position Title

Trainee Transit Officer

Level

Trainee

Position Number

30630

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

December 2023

Health Task Risk Assessment Category

2

Reporting relationships

Superordinate: Transit Line Supervisor, Level 4

Subordinates: No Direct Reports

Key role of this position

Fulfill all training obligations and assessments necessary for the attainment of a Certificate III in Security Operations. Assist Transit Officers in ensuring the safety and security of passengers, the rail network and other associated Transperth services while providing assistance and information in a friendly and professional manner.

Core duties and responsibilities

- Trainee Transit Officers are required to become proficient in performing the duties of a Transit Officer across all Public Transport Authority lines in accordance with operating rules and regulations, policies, procedures and instructions encompassing industry guidelines.
- Trainee Transit Officers will be required under the instruction of a suitably qualified trainer to complete all training requirements, including both enterprise specific training and competency-based assessments for the awarding of a Certificate III in Security Operations.
- Trainee Transit Officers will be required to have a satisfactory attendance and conduct during the period of training.
- Assists Transit Officers in patrolling train stations and Public Transport Authority (PTA) car parks as directed and in accordance with the Transit Officer Operations Manual to ensure a safe and secure environment for passengers whilst on the rail reserve.
- **Assists in** providing a full range of customer service assistance and information concerning Urban Rail and Metropolitan Bus and Ferry services.

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 and Numeracy Literacy

- Applied 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 all training and assessments required to successfully carry out the duties of a Transit Officer in a safe and efficient manner.
- 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.
- Compliance with Public Transport Authority's Alcohol & Other Drugs Policy, 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 a current and valid licence on request by the PTA may be required. **Applicants holding a novice licence do not qualify for this position.**
- Appointment to a Transit Officer position 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 (CPP31318).

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

