



Job Description Form

Our Purpose

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

Position Title

Passenger Ticketing Assistant

Level

REA 4

Position Number

189 FTEs

Airport Line – 11, Armadale – 24
Ellenbrook – 17, Fremantle – 6,
Yanchep - 30, Mandurah – 31,
Midland – 13, Perth – 57

Division/Directorate

Transperth Train Operations

Branch/Section

Customer Service

Effective Date

January 2025

Health Task Risk Assessment Category

4

Reporting relationships

Superordinate: Passenger Service Manager Perth, Level 5
Passenger Service Manager Airport/Fremantle Line, Level 4
Passenger Service Manager Armadale Line, Level 4
Passenger Service Manager Midland/Ellenbrook Lines, Level 4
Passenger Service Manager Yanchep Line, Level 4
Passenger Service Manager Mandurah Line, Level 4

Subordinates: No Direct Reports

Key role of this position

Under the direction of the Passenger Services Manager, and where applicable Station Coordinators, monitors and assists passengers in the use of fare gates, the Transperth ticketing system and associated ticketing equipment. Provides advice and assistance to passengers using Transperth facilities and services in a friendly and professional manner.

Core duties and responsibilities

- Provides an effective and proactive approach to Customer Service by maintaining a physical presence and by offering assistance and direction to members of the public seeking access to station facilities and utilising services.
- Provides customers with ticketing assistance, direction and relevant Transperth information concerning Train and Bus schedules, travel mode options and train/bus facilities to the extent of their skills and training. This includes where required, the provision of information to Rail travelling groups such as Schools and Special interest groups.
- Monitors and assists Customers entering/leaving stations via fare gates. This duty includes checking validity of tickets, issuing of infringements, providing basic revenue protection and addressing fare evasion.
- Operates equipment appropriate to the role such as two way radios, fare gates, control booths and public address equipment.

- Provides organisational feedback on the use of Transperth services and facilities, reporting anomalies in a timely manner. Provides appropriate assistance to Passengers in periods of service disruption and emergency situations in accordance with direction provided by the Chief Warden and/or appropriate Operational staff.
- Liaises with Security and/or other staff to initiate appropriate action for obtaining support, back up or advice as and when demanded by circumstances consistent with the Public Transport Authority's (PTA) Policies and Procedures, e.g. Identify/Observe /Report for alerting appropriate officers authorised to deal with Security issues or other related incidences.
- Maintains surveillance of Equipment, Facilities and Property, within jurisdiction at Railway stations and on services, reports misuse, malfunctions, vandalism, damage etc, submitting relevant reports on Cleaning, Maintenance or Repairs required to ensure platforms and facilities are in good operating order, open, safe, secure and available to Customers.
- Work at any designated location on the suburban rail system or otherwise within the suburban area and travel to and from such locations as rostered or otherwise directed. This may include driving a motor vehicle or travelling as a passenger at any time during a shift.
- Carries out as required, such tasks and functions that are consistent with the employee's skills, competence and training.
- Undergoes related enterprise specific and other training including competencies on an as required basis.

SELECTION CRITERIA

1. Core Competencies

- Sound understanding of contemporary customer service.

2. Communication and interpersonal

- Sound interpersonal skills and demonstrated experience in conflict resolution.

3. Conceptual, Analytical and Problem Solving

- Sound experience and skills in problem solving.
- Ability to work on your own and as part of a team.
- Sound written and verbal communication skills and applied numeracy skills to perform the duties of the job.

4. 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 undertake shift work including weekends and public holidays.
- Subject to satisfactory integrity and criminal records checks.
- Provision of a current first aid qualification (HLTAID011), dated 12 months or less, from the date of application for the position.
- Applicants agree to comply with Public Transport Authority's Alcohol & Drugs Policy and Procedure, which includes random testing.
- Applicants agree to abide by Public Transport Authority's dress code/corporate image and safety standards.
- Possession of a current Western Australian 'C' Class Driver's Licence or equivalent. This requirement continues 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.
- Appointment requires:
 - a) Completion of training stipulated up to and at AQF 3 level as mandatory in the position competency profile;
 - b) Enterprise specific knowledge including as follows or the equivalent of this knowledge gained through relevant work experience or coursework done elsewhere:
 - SmartRider training course
 - Electrification Safety and Awareness
 - Basic PC and keyboard skills

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