

JOB ROLE STATEMENT

HEAVY VEHICLE SERVICES OFFICER LEVEL 3

DIRECTORATE METROPOLITAN AND SOUTHERN REGIONS
BRANCH HEAVY VEHICLE SERVICES

POSITION NO VARIOUS

KEY RESPONSIBILITIES

Provide general technical support and customer service across the Access Section in activities involving Permits, Route Assessments, Traffic Escort Scheduling and Heavy Vehicle Services Helpdesk.

KEY DELIVERIES

Permits for RAV

- Assess requests and issue appropriate Permits for Restricted Access Vehicles (RAV) such as oversize vehicles.
- Provide timely and accurate advice to customers on RAV related matters.
- Liaise with Heavy Vehicle Technical Officer for more complex heavy vehicle enquiries and assessments relating to Notices and Permits and provide advice to customers as appropriate.
- Provide responsive advice to enable timely and efficient processing, issue and re-issue of Permits.
- Participate and provide support for the planning and technical functions associated with RAV access to the road network.
- Participate in the development and continuous improvement of the Section's practices and processes including the Permit assessment, endorsement and the issuing process.
- Assist in the development and continuous improvement of Permit processes, documentation and manuals.

Route Assessments for RAV

- Perform general technical assessment of RAV such as road trains and provide technical advice and review of RAV access to:
 - the State's road network
 - major road network projects
 - road network extensions and expansions
- Perform route assessments for safety, access or infrastructure and development initiatives.
- Perform assessments and prepare recommendations of Concessional Load Scheme(s) applications.
- Provide input in the development of business improvement projects.

Traffic Escort Scheduling for RAV

- Prepare the schedule of rosters and record traffic escort bookings to ensure transport industry requirements are met.
- Prepare the schedule for Traffic Escort Wardens for 'Fly in Fly out' staff movements, including flights and accommodation.
- Process cancellations, arrange refunds and post-move invoices in consultation with Business Services Officer.

Customer Focus

- Provide advice and assistance to the Heavy Vehicle Services Helpdesk in attending and resolving customer enquiries.
- Accurately record customer/stakeholder details, issues, feedback and complaints.
- Contribute to the continuous improvement of the frontline services information systems, practices, documents and manuals.
- Provide publications, brochures, forms and other technical information to customers and accurate advice on matters related to content.

Stakeholder Relationships

- Build and maintain professional and effective working relationships with internal and external stakeholder by providing a responsive and accurate information service.
- Build and enhance working relationships with the Access Section team members, external stakeholders and across Main Roads.

Note: Occupants of these roles may be required to undertake rostered shifts covering the Access Section hours of operation.

Note: The occupant of the position is not expected to carry out all of the above duties concurrently.

SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on 'iRoads' intranet.

LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

REPORTING RELATIONSHIPS

This position reports to:

(A) TITLE AND LEVEL		POSITION NO
HEAVY VEHICLE SERVICES CO-ORDINATOR, OR	LEVEL 5	P0062642
HEAVY VEHICLE ACCESS IMPROVEMENT CO-ORDINATOR, OR	LEVEL 5	P0063135
HEAVY VEHICLE ROUTE ASSESSMENT TEAM LEADER, OR	LEVEL 4	P0063047
HEAVY VEHICLE PERMIT TEAM LEADER	LEVEL 4	P0063045 / P0070348

HEAVY VEHICLE SERVICES OFFICER LEVEL 3

POSITIONS UNDER DIRECT SUPERVISION

List the position numbers, titles and levels of positions directly supervised

TITLE and LEVEL

POSITION No

• CATEGORY

NUMBER

Salaried, Wages

TOTAL

ALL POSITIONS UNDER CONTROL

State number of positions only

SELECTION CRITERIA – SHOULD BE ADDRESSED IN THE CONTEXT OF THE ROLE**ESSENTIAL**

- Skill, knowledge and experience in:
 - application of regulations, standards, policies and practices
 - analysis and problem solving
 - provision of customer focused service
 - building and enhancing relationships with customers and stakeholders
 - work organisation with the ability to meet work schedules and deadlines
 - written communication
- Knowledge of:
 - road network of Western Australia and restricted access vehicles
 - policies and practices on Occupational Safety and Health, and on EEO, diversity and equity

DESIRABLE

- A Certificate in Business.

OTHER REQUIREMENTS

Appointment to this role is subject to:

Applicants' ability and willingness to undertake rostered shifts covering the Access Section hours of operation i.e. Monday-Friday from 7.00am – 8.30pm and Saturdays/Sundays and Public Holidays from 7.00am – 3.30pm

CERTIFICATION

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE

BRANCH/SECTION HEAD

DATE

21.08.2018

2. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

SIGNATURE

EXECUTIVE DIRECTOR

DATE

24/8/18

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE

MANAGER HR BUSINESS

DATE

24/8/18