



PASSENGER SERVICE ASSISTANT (Aboriginal and Torres Strait Islander Recruitment Program) PRE-SCREENING APPLICATION

IS THIS JOB RIGHT FOR YOU?

The Passenger Service Assistant is responsible for the delivery of day-to-day effective and efficient public transport services and the provision of a high standard of customer service in a friendly and professional manner. The role requires a high level of compliance which includes the issuing of fines to the public and submitting written reports to management. The Passenger Service Assistant must comply with 'zero tolerance' to alcohol and illicit drugs, and will be required to participate in mandatory random testing.

Applicants must be available to attend all recruitment and merit based selection stages in between **March to July 2017**, in order to be considered for the role and progress further in the selection process. The recruitment stages are strictly scheduled, to meet specific training intakes in 2017.

All communication and invitations to attend selection stages (e.g. role plays, psychometric assessments and interviews) will be sent via email. Applicants must check their emails during this period to confirm progression in the recruitment process.

ELIGIBILITY REQUIREMENTS

Candidates must consider if they meet the following eligibility criteria, to be considered in the first instance.

Initial Eligibility Screening Criteria	YES	NO
Aboriginal or Torres Strait Islander		
Australian Citizen or Permanent Resident		
Provide adequate details of employment history (curriculum vitae/resume)		
Provide two work related references (curriculum vitae/resume)		
Proficient in spoken and written English		
Willing to undertake a pre-employment medical and criminal history clearance		
Willing to complete merit based selection activities such as psychometric and role play assessments		

In addition, candidates should carefully consider the following essential elements of the roles.

Initial Eligibility Screening Criteria	YES	NO
Willing to work shift work in accordance with a 7 day rotating roster, including early mornings, nights, weekends and public holidays		
Willing to work special events and public holidays including Christmas, Easter, New Years Eve, Clipsal, football games, etc		
Must comply with 'zero tolerance' to alcohol and illicit drugs, including mandatory random testing		
Willing to address customer non-compliance issues? This includes issuing fines and submitting written reports which may be used in court proceedings		

To submit your application please complete the questionnaire on the following pages.

**PASSENGER SERVICE ASSISTANT
QUESTIONNAIRE**

If you **do not** provide sufficient detail in this questionnaire you will not be considered further in the recruitment process.

NAME:

Have you applied for the Passenger Service Assistant, Tram Operator or Suburban Train Driver role within the Department of Planning Transport and Infrastructure within the last 12 months?

If yes please provide details:

EMPLOYMENT HISTORY

1. Please provide an example of where you have communicated both in writing and verbally in a professional manner with both staff and customers?

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2. Do you have any training or experience in conflict resolution with customers? Please provide an example of where you have had to deal and negotiate with a conflicting and stressful situation?

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3. Can you give an example of where you have provided excellent customer service?

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4. This role requires you to address non-compliance issues with customers, please provide an example of a time when you have had to communicate assertively?

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DPTI VALUES AND BEHAVIOURS

5. Have you worked under limited direction applying initiative and judgement while ensuring all work practices comply with relevant legislation, regulations and standards? Please provide an example.

6. This role requires you to comply with safety methods, report hazards and abide by the Work Health and Safety Act requirements. What are your responsibilities in regards to workplace safety?

7. The DPTI values are: Collaboration, Honesty, Excellence, Enjoyment and Respect please provide your understanding of each of these below.

8. What is your understanding of Aboriginal and Torres Strait Islander people's cultural values and the social issues that may impact their ability to access services and programs?

If you require more room, **please attach additional pages**

To submit your application email dpti.apply@sa.gov.au and attach the following:

- a curriculum vitae/resume
- a completed pre-screening application/questionnaire
- a completed Cover Sheet and Employment Declaration
- a completed Confirmation of Aboriginality

FURTHER ENQUIRIES

For any further questions, please contact Recruitment and Employment via email at dpti.apply@sa.gov.au