

Role Statement



TITLE OF POSITION: PASSENGER SERVICE ASSISTANT
CLASSIFICATION LEVEL: Weekly Paid

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

The Safety and Service Division comprises four directorates: Public Transport Operations, Asset Management, Infrastructure Delivery and Regulation. This role forms part of the Public Transport Operations Directorate / Rail Operations Section.

Role Overview

The Passenger Service Assistant is responsible for delivering day-to-day effective and efficient public transport services including:

- Providing a high level of compliance related to the *Passenger Transport Act* and *Rail Safety National Law (SA) 2012*
- Providing an advisory service on relevant aspects of the public transport system to customers and the general public
- Delivering customer service in a friendly manner to ensure that customers enjoy a high level of punctuality, safety and reliability

The role is accountable to the Team Leader, Operational Services, and works under the direction of Shift Coordinators and liaises with a range of internal and external customers, including service providers, contractors, Rail Operations workgroups and members of the public.

Key Outcomes of the Role

The Passenger Service Assistant is required to undertake a wide range of activities which may include all or any of the following:

- a. Contribute to operational activities and the provision of a safe working environment including: monitoring the access and integrity of the network by communicating effectively using the radio and associated communications systems, conducting customer surveys and load checks, and processing lost property

Directorate: Operational Services
Position Number: Rail Commissioner
ANZSCO Code: 599518
Location: Metropolitan Adelaide



Government of South Australia
Department of Planning,
Transport and Infrastructure

- b. Perform Revenue Protection functions across the network to ensure customers comply with ticketing and travel requirements in accordance with the Passenger Transport Act, Regulations and Conditions of Travel
- c. Assisting customers on all matters regarding the ticketing system to ensure compliance, and submitting reports where non compliance is identified in accordance with the Passenger Transport Act and associated systems, procedures and protocols
- d. Implement and apply procedures and instructions for various operational based activities using relevant experience, knowledge and judgement while maintaining standards of work quality and compliance with regulations, codes and specifications
- e. Prepare and maintain reports, records and incident reports in a timely manner and apply appropriate procedures and safe work practices ensuring employee and public safety
- f. Actively participate in the identification and implementation of strategies to control risks, including reporting notifiable occurrences and environmental incidents
- g. Undertake competency based training programs to successful completion, under direction and supervision, in accordance with rules and procedures
- h. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- i. Contributing to a high standard of customer service for internal and external clients and quality management and risk, including but not limited to:
 - Provide quality customer service to the travelling public, particularly special needs customers, by rendering assistance as required and resolving issues as they occur (ie service disruptions) in a timely manner
 - Providing accurate, timely and up to date network information to customers regarding train running, delay and safety related information using the public address system
 - Assisting customers, in particular those who use mobility devices, or any other customer who may require assistance with boarding and alighting
 - Attend incident/accident or emergency situations as required, which may infringe on customer service commitments and/or delivery, providing assistance to customers and operations personnel
 - Provide prompt assistance and information on fares, services, timetables and operating requirements to the public
 - Ensure customer complaints are resolved promptly and effectively, or alternatively referred to the appropriate personnel
 - Ensure the provision of excellence in customer service and be supportive and proactive in the promotion and awareness of products and services

Special Conditions and Essential Requirements

Identified as a Rail Safety Worker role, classified as Safety Critical Worker Category 2 and is subject to periodic health assessments as per Rail Safety National Law (SA) 2012.

All Rail Safety Workers must carry out their duties in accordance with the Rail Safety National Law (SA) 2012 and as outlined within the Rail Commissioner's Safety Management System.

The incumbent must comply with the Passenger Transport Act, Regulations and associated procedures.

Required to work shiftwork in accordance with a seven (7) day roster including morning, night, weekend and public holiday shifts.

This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history/record check in line with departmental policies and procedures.

Qualifications / Licences

- a. Nil

Person Capabilities

- a. Demonstrate awareness and respect for Aboriginal and Torres Strait Islander people's cultural values and social issues that may impact on their ability to access services and programs
- b. Demonstrates a commitment to exhibiting and inspiring their team members and workforce to actively engage in the behaviours that reflect the DPTI values including:
 - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
 - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we're doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Well developed communication skills, including the ability to liaise effectively at all levels in a professional and tactful manner, both in writing and verbally; listen to staff, service providers and customers; contribute to successful and positive negotiations; and formulate solutions to problems.
- f. Ability to negotiate and resolve conflict with customers and staff; and effectively deal with conflict situations and a range of complex and stressful circumstances.
- g. Works collaboratively with team members to deliver work and contribute to the evaluation of service performance objectives.
- h. Demonstrated experience working under limited direction applying initiative and judgement while ensuring all work practices comply with relevant legislation, regulations and standards.
- i. Ability to exercise sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- j. Ability to apply specific and prescribed training and experience, including the application of relevant practices, procedures and standards, ensuring work practices continuously improve and quality principles are applied.

Delegate Approval

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Name

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Signature

Date: / /