



WORK LEVEL DESCRIPTIONS - TRANSPORT OFFICER

DEFINITION

The work of positions in this stream involves the supervision and control of the staff, vehicles, plant and equipment of a motor vehicle transport service or urban public transit system, utilising computer based management and control systems. Duties also extend to the training and testing of driving personnel in the organisation.

FEATURES

A person in this stream will perform a range of personnel management functions and be capable of becoming computer literate and keyboard proficient. They will perform clerical type work and can be required to prepare reports and make recommendations on management, financial and personnel management matters that pertain to the organisation in which they work. A person may be required to manage and operate a financial billing system.

They will perform tasks, with adequate prior training, which are incidental and peripheral to the main functions of the position.

A person in this stream will participate in the development and application of Equal Employment Opportunity, Industrial Democracy and Occupational Health and Safety guidelines.

TERMS USED

Depot means a point of transport operations from which vehicles engaged in goods and/or passenger transport activities are operationally controlled, vehicles are maintained, tested and undergo minor repairs, where goods and equipment may be loaded or unloaded, and/or where new vehicles and vehicles scheduled for disposal are stored.

Standard lifts mean routine movements of items requiring special handling and transport for which handling and transport procedures are well established.

Less straightforward transport bookings mean:

- requests for the transport of special lifts, standard lifts and dangerous goods which, in addition to the recording of the basic information of client, pick-up point, destination and time, involves knowledge of special load sizes, packing and storage requirements, the loading and unloading facilities needed and transport regulations; or
- requests for the transport of passengers, eg Repatriation patients, which involve

multiple passenger pick-up and destination points and fixed appointment times for each car used.

Motor vehicle transport service is a service that provides motor transport of goods or people on request. It does not include a departmental self-drive motor vehicle pool.

Region is a defined geographical area that contains depots and/or transport facilities within an urban public transit system, for example, Belconnen region of the ACT omnibus network.

Dangerous goods movements are movements of explosives and hazardous goods to which established procedures apply and which involve matters such as investigation and planning of special packaging, load limitations and routine clearances with state transport authorities and other bodies. An explosives movement involving several hundred tons of dangerous goods over a long distance using several convoys of trucks is an example of the planning required.

Special Lifts mean those lifts to which established procedures do not apply and for which detailed plans involve arrangements for special equipment, extra staff, security, heavy vehicles that may or may not require liaison or clearance with State transport authorities. Moves of large safes, computers and heavy machinery into and out of buildings where access is limited or difficult are classed as special lifts.

Urban public transit system is a system that provides a network of passenger services throughout a city and suburban area. It does not include hire cars.

Guidelines - one of the main factors affecting the classification of the officer-in-charge of a depot in a motor vehicle transport service is its size and complexity, amount of plant and equipment, and the complexity and uniqueness of the service agreement negotiated with clients. Depots have therefore been divided into three categories, small, medium and major which can be linked to a particular level. Examples of depots in the various levels are as follow:

Small - a small depot is one which would provide a service in a low volume state or region or a specific area of a large depot. Work processed involves the provision of passenger and freight services in an area where there is limited scope for other than straightforward services and movements.

Examples - Department of Administrative Services - Transport and Storage Group, metropolitan freight depots Hobart and Perth; passenger transport depot at Hobart, Perth, Darwin, Townsville, DVA Heidelberg.

Medium - a medium sized depot would provide a wide range of passenger and freight services on a semi regular to regular basis. The depot will have involvement with the full range of non special freight requirements and/or straightforward to complex passenger movements of medium volume.

Examples - Department of Administrative Services - Transport and Storage Group,

metropolitan freight depots Brisbane and Adelaide; passenger transport depot at Adelaide, Brisbane and DVA Concord.

Major - a major depot will provide an extensive high volume passenger and/or freight service on a day to day basis. The depot will have cause to attend to less straightforward transport bookings and special freight requirements.

Examples - Department of Administrative Services - Transport and Storage Group, metropolitan freight depots Sydney, Melbourne and Canberra and Long Distance freight depots in Sydney and Melbourne. Passenger transport depots at Canberra, Melbourne and Sydney.

WORK LEVEL DESCRIPTION - TRANSPORT OFFICER GRADE 1

A person at this level working under general direction either individually or in a team environment:

- assists with the control of vehicles and or supervision of staff within a depot or motor vehicle transport service; OR
- assists with the control of bus and passenger movements within a region of an urban public transit system and provision of routine services to the public; OR
- instructs drivers to prescribed levels.

SKILLS AND ATTRIBUTES

At this level a person will have effective oral and written communication skills, including interpersonal skills and may be required to enter data into a computer using keyboard skills.

Occupants will require a good understanding of the tasks/activities performed within the organisation and a good appreciation of work practices, procedures and guidelines applicable to the work area.

An ability to supervise staff, allocate work and determine priorities as necessary.

A person at this level will possess an appropriate driver licence if required to instruct drivers to various licence standards.

TYPICAL DUTIES

- Undertake routine planning and supervision associated with transport operation, including:
 - supervise motor drivers and allocate vehicles in accordance with shift rosters;
 - control the parking of vehicles; and
 - operate communication equipment.
- investigate minor problems relating to matters such as driver and vehicles performance, service irregularities and operational status of vehicles. Prepare associated correspondence and/or recommendations;

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- check vehicles for servicing requirements and/or damage and arrange repair and/or replacement of vehicles or vehicle parts;
- receive transport bookings, including those that are less straightforward and enter into a computer system;
- provide information to and answer queries from the public and clients;
- receive and account for public monies at ticket selling locations;
- instruct motor drivers in relevant procedures/practices and test their driving ability;
and
- assist in the introduction of new technology.

WORK LEVEL DESCRIPTION - TRANSPORT OFFICER GRADE 2

A person at this level working under general direction:

- controls, within a motor vehicle transport service, a small depot, a shift at a medium or major depot or a dangerous goods movement.

SKILLS AND ATTRIBUTES

Work at this level requires a sound knowledge of the tasks/activities performed within the work area. An understanding of computer application or keyboard operation may be required.

Supervisory responsibilities include on-the-job training and staff assessment and requires the ability to plan and co-ordinate work across a number of activities and apply personnel management, communication and liaison skills.

Where the work of a position at this level involves liaison and communication with clients and the resolution of queries/complaints, the ability to use tact and discretion in seeking co-operation or requesting information would be required.

TYPICAL DUTIES

- supervise and co-ordinate the activities of Transport Officers and/or Motor Drivers:
 - preparing less complex financial and other reports as required;
 - allocating work to drivers and/or contractors ensuring optimum use of drivers and vehicles;
 - liaising with clients and public in the provision of transport services;
 - providing quotations and charging details to clients; and
 - preparing transport movement orders.
- receive, co-ordinate and enter into a computer system, complex transport bookings;
- determine vehicles, equipment and other requirements of goods transport movements and dangerous goods movements; and
- develop and supervise theoretical and practical instructional programs for motor drivers.

WORK LEVEL DESCRIPTION - TRANSPORT OFFICER GRADE 3

A person at this level working under general direction:

- controls, within a motor vehicle transport service, a medium depot, or supervises Transport Officers in a functional area within major depot; OR
- assists in the control of transport services in a region forming part of an urban public transit system by supervising and directing day to day operations including:
 - vehicle and staff allocations to provide optimal service and timetable adherence; and
 - bus services from interchanges, bus stations and other locations.

SKILLS AND ATTRIBUTES

Managerial ability, including the ability to monitor work practices and work flows, determine priorities and supervise and train staff, is a feature of the position.

A person at this level will have good liaison and communication skills to effectively deal with clients and members of the public.

Sound knowledge of the work practices, procedures and guidelines applicable to the work area is required.

For positions located in an urban public transit systems previous experience within a relevant urban transit environment may be required.

TYPICAL DUTIES

- controls the operations of medium depot or a functional area within a major depot, including:
 - determining priorities, allocating work and providing guidance where necessary;
 - assisting with reviews of operational and administrative matters;
 - preparing financial and management reports as required; and
 - providing marketing support.
- plan and supervise special operations/events relating to passenger or goods transport, including special lifts or dangerous goods movements;

- undertake field inspections of services and related operations such as:
 - timetable adherence;
 - compliance with traffic regulations and approved standards of operation; and
 - detection of ticketing and revenue irregularities.
- supervise and direct day to day operations for a region of an urban public transit system, including vehicle and staff allocation, to provide optimal service and timetable adherence. Assist with reviews of operational and administrative matters and prepare financial and management reports as required.

WORK LEVEL DESCRIPTION - TRANSPORT OFFICER GRADE 4

A person at this level working under limited direction:

- controls a major depot within a motor vehicle transport service; OR
- controls transport services in a region within an urban public transit system.

SKILLS AND ATTRIBUTES

Managerial ability, including the ability to supervise staff, determine priorities, monitor work flows, analyse issues, prepare reports on operational and administrative matters and develop guidelines/procedures applicable to the service provided.

Good liaison, communication and interpersonal skills are required. A capacity to negotiate will be necessary, particularly for positions involving liaison and communication with clients and other interested groups.

Work at this level requires general knowledge of the agency's functions and objectives together with a sound understanding of the transport service provided.

Ability to interpret and apply standard policies, procedures, regulations and other guideline material is required.

Staff assessment and counselling may involve providing advice in relation to personal and career development or conduct and disciplinary matters.

For positions located in an urban public transit system, previous experience within a relevant urban transit environment may be required.

TYPICAL DUTIES

- supervise staff in one or more major depots including:
 - assessing resource and equipment requirements and ensuring optimum use of staff, vehicles and equipment;
 - preparing budgets, personnel management and financial reports;
 - maintaining booking and financial billing systems;
 - undertaking minor reviews and investigations of operational and administrative matters and preparing associated reports;
 - organising and conducting training and staff development in accordance with

approved guidelines;

- preparing quotes for special visits and more complex freight operations; and
- planning and co-ordinating special visits/events including bookings and organisation of transport and baggage arrangements.
- control operations in a region within an urban public transit system including:
 - provision of operational bus services;
 - review of work methods; and
 - ensuring standards and quality of service are maintained.
- liaise with managers and other representatives of agencies/organisations regarding the provision of services.