POSITION DETAILS

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>Transport Officer</th>
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<tbody>
<tr>
<td>DIRECTORATE</td>
<td>Customer Service</td>
</tr>
<tr>
<td>DIVISION</td>
<td>Customer Delivery Region 2, Fare Compliance Unit</td>
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<tr>
<td>REPORTS TO</td>
<td>Senior Transport Officer</td>
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<tr>
<td>POSITION NUMBER</td>
<td>Various</td>
</tr>
<tr>
<td>CLASSIFICATION</td>
<td>RC02</td>
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<tr>
<td>HEALTH ASSESSMENT</td>
<td>Category 3</td>
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PRIMARY PURPOSE

The Transport Officer provides a range of customer and fare compliance services aimed at improving the customer’s travel experience and protecting transport revenue across all modes of public transport. Transport Officers are part of the public front line of transport that also includes station staff, train and bus drivers, guards, cleaners, ferry and light rail operations staff. They operate in a team environment providing customers with high levels of customer service while checking public transport passenger tickets / Opal cards and issuing penalty notices and cautions for transport offences in accordance with transport legislation and policy.

ORGANISATIONAL ENVIRONMENT

Sydney Trains has approximately 10000 staff and was established in July 2013. Its vision is to Keep Sydney Moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Sydney Trains has a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

Joining Sydney Trains presents an exciting opportunity to shape the future of rail services in Sydney and make a genuine difference for the people of NSW by providing the rail system they deserve.

KEY ACCOUNTABILITIES

1. Provide a high level of customer service by being willing and available to assist and advise customers regarding transport services and fare compliance responsibilities including providing useful information to customers following incidents and delays on the public transport network, during special events and assisting in crowd management duties when required.

2. Deliver revenue protection services across all modes of public transport including checking customer tickets / Opal and concession cards, assessing and investigating ticket / Opal discrepancies, recording information accurately and issuing penalty notices in accordance with relevant passenger transport legislation and Fare Compliance procedures and monitoring the operation of ticket checking equipment.
3. Represent Sydney Trains at court in relation to contested penalty notices including preparing statements, assisting in the preparation of a 'Brief of Evidence' and appearing in court to give evidence as the informant to contribute to the provision of accurate information in court.

4. Identify and resolve non-compliance of minor offences and other compliance issues relating to public transport without the use of force through strong communication and conflict resolution to ensure matters are resolved effectively and policies are followed.

5. Provide first aid support to staff and customers where necessary to contribute to a safe travel environment on various modes of transport.

6. Report security and safety incidents and record detailed information on operational activities and transcribe information on systems to contribute to TfNSW, Sydney Train’s and Police intelligence collection processes.

7. Assist in the implementation of transport ticketing system initiatives and the use of new technology to contribute to the success of these systems.

8. Maintain at all times, high levels of honesty, professionalism and ethical behaviour whilst accepting personal accountability for working in a manner that ensures safety to self, other staff and customers.

KEY RELATIONSHIPS

INTERNAL

**MAIN CONTACT and PURPOSE**

- Other Customer Service Directorate business Divisions
- RMC Operations
- Security Control Centre
- Security Monitoring Facility
- Train Crewing

EXTERNAL

**MAIN CONTACT and PURPOSE**

- Sydney & NSW Trains customers
- Transport for NSW
- NSW Police Transport Command
- Other transport operators (train, bus, ferry, light rail)
- NSW Trains

Version 5.1 05 August 2019
DECISION MAKING

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- Use of discretion when issuing cautions and penalty notices

Collaborative decision making requirements of the position include:

- All other decisions in conjunction with Senior Transport Officer or Transport Team Manager in the absence of the Senior Transport Officer

CHALLENGES

- Maintaining a strong customer service focus with the ability to comprehend information and intelligence effectively to deliver a high level of fare compliance and customer service to Sydney Trains internal and external customers.
- Demonstrating a strong level of analytical and problem solving skills as well as communicating at all levels with various stakeholder groups.
- Demonstrating a proactive, self-motivated and results driven approach to achieve the outcomes required by the business and possessing the ability and positive attitude to receive constructive feedback on performance.
- Maintaining a satisfactory criminal history and being willing to appear in court as a witness on behalf of the organisation.
- The position works a 19 day month, 76 hour fortnight with a 30 minute unpaid meal break daily. Candidates may be required to work extended hours and / or shift work at short notice.

POSITION IMPACT

<table>
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<tr>
<th>DIRECT REPORTS:</th>
<th>Nil</th>
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<tr>
<td>BUDGET (CapEx/Salary):</td>
<td>Nil</td>
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SELECTION CRITERIA

(include any required Licences or accreditation required by the position)

1. Strong customer service skills with the capacity to engage with and influence customers at any level and from any culture.
2. Strong oral and interpersonal communication skills with demonstrated conflict resolution, negotiation and de-escalation capabilities to resolve difficult situations.
3. Demonstrated capacity to interpret legislation, policy and procedures and apply that information to the Transport Officer role.
4. Effective observation, active questioning and listening skills with demonstrated reasoning and analytical ability to make decisions and carry out complex tasks to completion.
5. Ability to maintain effective working relationships with colleagues in a team environment and respond to direction and instructions when given.
6. Ability to be proactive through the application of duties and manage own performance to a high standard to meet the business needs.
7. Strong level of written skills with the ability to keep accurate and detailed records of incidents and/or investigations.
8. Proven ability to use personal computers and related software packages to complete reports, statements and data entry.

Qualifications
1. Current NSW Drivers Licence. (Essential)
2. Current Senior First Aid Certification with a minimum of 12 months validity. (Desirable) – Training will be provided

### PERFORMANCE STANDARDS

<table>
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<tr>
<th>Dimension</th>
<th>Performance Level</th>
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| SAFETY | • Safety goals achieved through personal commitment, no harm to self or others and participation in safety initiatives  
• Opportunities for continuous improvement identified and reported  
• Competence for role is achieved through proactive self-development and training  
• Hazard and incident elimination approached proactively  
• Safety and management systems utilised for self and peers  
• Safety procedures and practices implemented and applied |
| CUSTOMER | • Agreed methods and measures followed and ensure reliable results for customers  
• Customer expectations and service standards in the areas of timeliness, information, passenger safety and cleanliness understood and delivered within agreed timeframes  
• Immediate customer satisfaction achieved through use of initiative  
• Customer feedback used to influence process improvements |
| FINANCIAL | • Reliable results achieved by utilisation of agreed methods and measures  
• Improvements suggested and processes constructively questioned  
• Cost savings achieved through effective use of resources  
• Suggested improvements and constructively questioned processes to improve  
• Targets, due dates and quality standards met |
| LEADERSHIP | • Actively listened to and built positively on others’ ideas  
• Displayed fairness, exhibited trust and created real teamwork and sharing  
• Business direction, team purpose and change agenda understood, agreed to and work activities aligned  
• Sought formal and informal development opportunities for growth  
• Proactively sought and maintained collaborative working relationships with peers and manager to deliver results  
• Demonstrated awareness of relevant community issues |