

Position Title:	AUTHORISED OFFICER - GENERIC
Manager & Department:	MANAGER CUSTOMER SERVICE – CUSTOMER EXPERIENCE
Manager once Removed & Department:	TEAM MANAGER AUTHORISED OFFICER – CUSTOMER SERVICE

Purpose of Role:	
The purpose of this role is to:	
What:	Contribute to the minimization of lost revenue through fare evasion on Yarra Trams
Why:	To provide a safe, friendly environment for the public
How:	Conduct ticket inspections and taking the appropriate action with offences detected

Knowledge & Experience	Skills (Capabilities)
<ul style="list-style-type: none"> Must be able to work in a close team environment Willing to work a variety of shifts and irregular hours of duty over a seven day week High standard of personal presentation and grooming Possess an understanding and awareness of Occupational Health, Safety and environmental issues in the workplace Demonstrated understanding of, and ability to deal with discrimination, harassment and workplace bullying issues. Experience and ability to deal with difficult customers with spontaneity and a professional attitude. Knowledge of the services and ticketing system. Knowledge of the Transport Act and relevant legislation and powers therein 	<ul style="list-style-type: none"> Possess a high degree of communication skills both written and verbal Meet the required selection standards as determined by Yarra Trams Possess computer skills and proven experience in the application of various Microsoft applications. Ability to deal with cash as and when required Must meet the required selection standards as determined by Yarra Trams Meet the requirements as set by the Department of Economic Development, Jobs, Transport and Resources Must be medically fit to use screen based equipment and perform the functions of the position Must be able to work in a close team environment.
Rail Safety Worker	Yes - X No

Role Relationships	
Department/ Position	Relationship
Customer Service / Authorised Officer Supervisor	Direct – (TARR)
Customer Service / Team Manager Authorised Officer	Direct – (TARR)
Customer Service / Manager Customer Service	MOR
CS Controllers	Service getting (TIRR)
OC	Service getting (TIRR)

Decision Making Authority	
People	N/A
Financial	N/A
Technical	Comply with all appropriate rules, regulations, procedures and standards pertaining to the job

Key Accountabilities

(Categorised into 5-8 Key Result Areas ordered by importance and weighted to a total of 1)

Key Result Area (& Weighting): MINIMIZATION OF REVENUE LOSS
Major Activities
<ul style="list-style-type: none"> - Report all offences detected - Adapts to changing circumstances - Sets high standard of quality - Makes prompt, clear decisions which may involve tough choices - Manages conflict - Complies with legal obligations and safety requirements of the role

Key Performance Measures: Fully effective in role
- Work as per Authorised Officer Standards. Assessed through; <ul style="list-style-type: none">o One on Oneso Balance scorecardso Task Observations

Key Result Area (& Weighting): CUSTOMER SERVICE
Major Activities
- Focuses on customer needs and satisfaction - Shows respect and sensitivity towards different people - Establishes good relationships with customers and staff - Adapts to changing circumstances - Speaks clearly and fluently - Takes initiative, acts with confidence and works under own direction - Relates well to people at all levels
Key Performance Measures: Fully effective in role
- Work as per Customer Service Standards. Assessed through; <ul style="list-style-type: none">o Task Observations

Key Result Area (& Weighting): PRINCIPLES AND VALUES
Major Activities
- Upholds ethics and values - Demonstrates integrity - Promotes and understands equal opportunities - Appropriately follows instructions from others without unnecessary challenging authority - Follows procedures and policies - Arrives punctually for work - High level of personal grooming
Key Performance Measures: Fully effective in role
- Work as per Authorised Officer and Customer Service Standards. Assessed through <ul style="list-style-type: none">o Task Observations

Acknowledgement of this Position Description

You should complete the details in the acknowledgement below

Yarra Trams Position Description Acknowledgement

I acknowledge the receipt of the Position Description associated with my position. I understand these accountabilities, which have been explained to me and development needs have been identified and agreed.

Signed _____ Position Title _____

Name: _____ Location _____

Date _____