

Position Title: *Passenger Transport Officer*

Responsible to: Transport Services Manager

Responsible for: n/a

Relationships: Transport Team
All Taranaki Regional Council staff
Other Regional/District Councils
Passenger Transport Operators and Passengers
Total Mobility services, special interest groups and community organisations
General Public
New Zealand Transport Agency

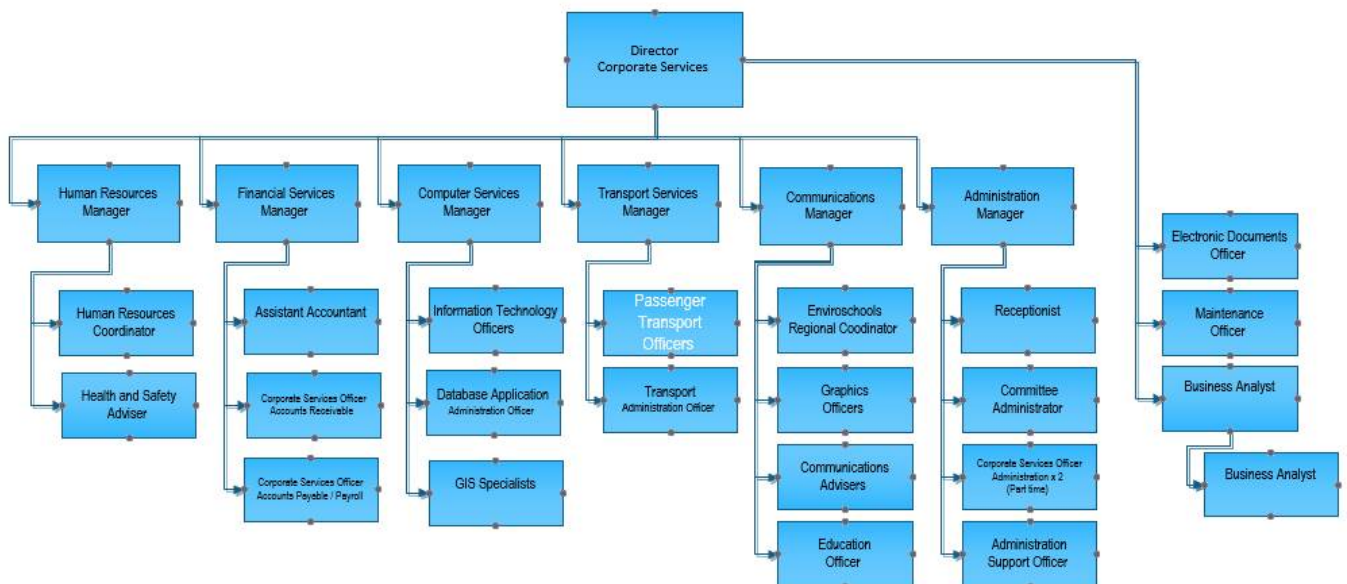
Salary: A market salary for the position will be negotiated, depending on experience, qualifications and aptitude.

Location: Stratford, although travel throughout the region maybe required as part your daily duties

Job Context: Permanent Full Time

Position Number: 429

Holder: Vacant



Role of Passenger Transport Officer

The role of a Passenger Transport Officer is to provide support for the day to day operation of the Council public transport services.

Key Skills

Qualification

- Experience in an administration/customer support related role

Knowledge

- Understanding of the Councils' role in providing public transport would be advantageous but not essential.

Skills / Experience

- Excellent communication skills, both written and verbal are essential
- Ability to think laterally, multitask and self-manage
- Confidence and competence in a range of Microsoft Office products
- Strong organisation and time management skills
- The ability to be flexible regarding work tasks

Personal Attributes

- Excellent interpersonal skills
- Team player
- Practical problem solver
- Finely tuned attention to detail
- Innovative and self-motivated
- Willingness to adapt
- Professional approach to duties
- Excellent initiative
- Is committed to getting the job done
- Excellent customer services and a can-do attitude

Tasks

- Maintain the system integrity and security of the Total Mobility electronic database.
- Liaise with disability groups and support services for the people with disabilities, so to enhance travel options for the transport disadvantages and disabled
- Assist with duties relating to the day-to-day operation of the integrated ticketing system
- Handling inbound/outbound calls
- Processing and data entry of applications
- Input financial and trip data into tracking spreadsheets
- Organise the creation, distribution and collation of transport surveys
- Assist in monitoring and updating the passenger transport website information and social media
- Any other task and duties as required by the Transport Services Manager, Director – Corporate Services or Chief Executive

Special requirements

- May be required to work outside normal working hours

Health and Safety

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first.
- We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicate
- Develop knowledge
- Investigate and learn
- Ensure competence to do the job

Mission and Key Messages

Our Mission:

To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources
- Safeguarding Taranaki's people and resources from natural and other hazards
- Promoting and providing for significant services, amenities and infrastructure
- Representing Taranaki's interests and contributions to the regionally, nationally and internationally community

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our Key Messages:

The Taranaki Regional Council works with the Taranaki community:

- Improving lifestyles
- Supporting livelihoods
- Taking Taranaki forward

Values:

We are committed to:

- Public service
- Service First
- Improving the quality of our performance
- Working safely
- Effective communication and teamwork
- Initiative and the right to make mistakes
- Accountability and results
- Presentation, respect and care
- Job satisfaction