

## Transport Services Officer Position Description

<b>Position Title:</b> Transport Services Officer	<b>Unit:</b> Operations	<b>Date:</b> February 2010	
<b>Reports To:</b> Transport Services Supervisor	<b>Direct Reports:</b> Nil	<b>Position Status:</b> Seasonal	<b>Band</b> 3

### Primary Objective

Provide a customer focused car parking and bus transfer service safely and efficiently.

### Organisational Environment

Falls Creek is Victoria's largest alpine resort and a major tourist destination in North-Eastern Victoria. The resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.

The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek's 1,535 hectares. Appointed by Victoria's Minister for the Environment, the Board operates under the Alpine Resorts (Management) Act, which sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.

The Transport Services Officer position operates throughout the snow season delivering parking and transport services to visitors of the Resort.

### Organisational Values

<b>Safety First</b>	Our concern for safety, health and the environment is paramount.
<b>Teamwork</b>	Our own individual success comes from our contribution to team efforts and commitment to team goals.
<b>Respect for people</b>	We have mutual understanding and respect for each other as team mates and also for our guests.
<b>Integrity</b>	We are consistent, trustworthy and transparent in the way we do business.
<b>Vibrancy</b>	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work
<b>Environmentally aware</b>	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.

### Key Working Relationships

**Internal** – Field Supervisors, Operations Manager, Ski Patrol

**External** – Stakeholders and Visitors.

This position is one of Officers reporting directly to the Services Supervisor.

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Major Accountabilities	Performance Criteria
1. Provide visitors with directions to car parking areas, and then assist with transport to over-snow facilities.	Customer feedback.
2. Assist visitors with Falls Creek Resort Information.	Customer feedback.
3. Assist with the control and management of resort parking areas and traffic.	Customer and supervisor feedback
4. Drive 4wd vehicle on resort roads directing members of the public to parking bays and providing transport back to resort base.	Visitors are transported efficiently and expeditiously.
5. Operate 2 way radios to assist with the management of traffic flow and car parking.	Visitors are transported efficiently and expeditiously.
6. Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
7. Report any significant matters arising in the course of duties to the supervisor.	Communication mechanisms are utilised and any significant matters are reported.
8. Comply with Falls Creek ARMB management practice including financial/human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity.	Outcomes achieved compliantly.

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### Key Challenges

Major challenges include:

- Delivering customer focused car parking and guest transport services in a harsh alpine environment;
- Managing customer expectations;
- Managing varied and conflicting demands to meet agreed standards and timelines;
- Assisting to deliver high quality outcomes;
- Providing accurate, complete and timely information; and
- Establishing effective, professional working relationships with high standards of customer service.

### Position Dimensions

Budget responsibilities: Nil.

Direct/indirect reports: Nil.

### Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Services Supervisor. Decisions and recommendations are constrained by FCRM policy and practice. The position will clarify and resolve problems using established procedures defined through organisational and legislative requirements.

### Qualifications, Skills, Knowledge and Experience

- Experience in delivering quality customer service in a high pressure environment;
- A strong focus on safety;
- Excellent customer relations skills;
- Ability to work in a harsh alpine environment;
- Ability to exercise sound judgement and carry out instructions with minimum supervision;
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills; and
- Current motor vehicle licence.

### Verification:

We certify that the content of this position description is accurate:

Position Holder: \_\_\_\_\_ /        /

Manager/Supervisor: \_\_\_\_\_ /        /