

Position Title	Operations Control Centre Officer
Employment Status	Full Time (38hrs per week)
Shift	Rotating shifts between 4:30am and 9:30pm Monday to Friday <u>PLUS</u> rotating weekend roster with on call duties as required
Salary Package	Negotiated as per skills and experience
Department	Service Delivery
Location	Burpengary
Position reports to	Service Delivery Supervisor
Effective Date	
Probationary Period	6 months

POSITION OBJECTIVE

To provide bus drivers with guidance and timely operational instructions and responses to requests for operational information throughout the day. Working together as a team to maintain the reputation of Kangaroo Bus Lines, this position also responds to customer and team inquiries. Monitor on time running of the network, reporting any events that affect services.

ACCOUNTABILITY

- Ensure that drivers receive appropriate level of instruction to perform their duties professionally and efficiently, reporting any on time running issues,
- Maintaining a high level of support in developing driver operational knowledge
- Maintain an awareness of potential problems while creating a warm and welcoming atmosphere for all teams.
- Maintaining strict levels of confidentiality i.a.w the accompanying Confidentiality Agreement
- Provide on road driver support for any incidents experienced as per our Incident Management policy.

Teamwork

- Working collaboratively as a member of the service delivery and wider KBL team, while also promoting a positive culture with the driving team

Workplace Health & Safety

- Taking responsibility and reasonable care for the health and safety of themselves and others within the workplace by:
- Cooperating with all reasonable instructions given by KBL to ensure health and safety, including adherence to policies, safe work procedures and relevant aspects of the WHS Management System.
- Assisting KBL to accomplish its WHS objectives through participation in initiatives to achieve WHS performance indicators approved by management.
- Acting in good faith during consultation with KBL management about matters affecting their health and safety.

SKILLS, KNOWLEDGE, EXPERIENCE

Knowledge of:

- principles, practices, and methods of bus transportation.
- rules and regulations applicable to the operation of scheduled services and transporting passengers (including students) and methods of scheduling and dispatching a transportation fleet. this includes fatigue related policies, regulations, and legislation.
- Be aware of all compliance/systems-related developments in associated government, regional and local issues.
- modern office methods and practices.
- working knowledge and proficiency with Microsoft Word, Excel, Outlook and Teams programs.
- telephone techniques.
- general public relations.

Ability to:

- keep clear and accurate records.
- use good judgment.
- understand, interpret, and apply rules and written directions.
- deal with students, parents, passengers and the public with tact and poise.
- acquire knowledge of KBL drivers, conditions of employment for all types of driving assignments and other duties.
- acquire knowledge of technical information, terminology, and procedures quickly.
- ability to read, comprehend and understand a map.
- ability to handle multiple tasks concurrently.
- ability to interact professionally with internal and external customers on all levels and be able to work well with diverse groups.
- Identify options or opportunities for improving business information to support strategic, tactical and operation al decisions making processes.

Skills:

- Excellent communication skills, through:
- Clear speech and pleasant phone demeanour.
- Respectful communications with all staff
- Strong written and oral communication skills.
- Excellent customer service skills:
 - Patient
 - Attentive
 - A calm presence
 - Strong conflict resolution skills
- Excellent verbal, interpersonal, judgment and problem-solving abilities.

RESPONSIBILITIES INCLUDE (but not limited to):

Support

- 24-hour support for drivers via two-way, phone, SMS and email, including on-road support
- Using various methods, including two-way radio and KBL's operational platform to assist drivers by answering queries, concerns or feedback regarding specific shifts, routes, or charters, including changes.
- Ensure drivers have the tools they need to do their jobs, including maps, itineraries, and required documentation
- Respond to queries associated with TransLink ticketing, temporary driver & access cards, driver IVMS tags, fuel cards and microphones. (and issue when necessary)
- Providing accurate information in a timely manner
- Liaising with all areas of the company to ensure cohesive relationships are maintained
- Ensuring drivers are fit-for-duty as they report to work, including observing for divergence from normal behaviour patterns, uniform appearance, grooming and possession of driving credentials
- Ensuring all drivers arrive for their shift on time and arranging replacement drivers as required

Network & Monitoring

- Follow the processes to report network events in accordance with contractual requirements
- Ensuring that existing work is completed as rostered and allocated, and that when ad-hoc changes are required that appropriate changes are made and drivers are informed.
- Ad-hoc Roster change of vehicles
- Reroute services due to planned road works and road closures due to accidents or adverse weather conditions and notifications to drivers and external stake holders of changes and durations of change to services
- Monitor charter services for return times for continuation to school services or return to depot to commence school services, making adjustments as required and enable drivers to have required rest breaks between jobs.
- Maintain sufficient knowledge of NextBus/UMO to ensure On Time Running (OTR) and compliance to Translink requirements
- MixTelematics to ensure services remain on route, determine vehicle position relevant to COP reporting of tablet status
- Reporting of late running and other issues or incidents effecting Translink Services, via Reportable Events in COP
- Random daily driver Authorisation check, in accordance with Translink contract requirements
- Departure of buses, morning and afternoon on school and urban services
- Departure of change over vehicles for urban shift swaps
- Monitoring workshop requirements for buses for unscheduled maintenance

Accident and Incident Reporting

- Assist drivers on two way and phone regarding incidents on the vehicle, aggressive passengers, issues with other motorists
- Accident reporting and details, assisting drivers with remaining calm and getting correct details from other involved parties, replace vehicles and or driver, ensure any passengers are ok or if they require assistance
- Request CCTV for accidents or incidents reported to Supervisor, via two-way, phone or in person on return to depot
- Ensure drivers supply accident or incidents reports/forms in a timely fashion
- Populate and file accident and insurance forms, as required.

Systems

- Send and receive communications with drivers (Email, SMS, Kiosk)
- Accurate use of two-way system

Teamwork

- Being actively involved in team meetings, reviews, supervision, and other unit activities
- Supporting fellow peers whilst respecting individuality
- Participating in the growth and development of the team
- Providing quality, confidential and professional support to the operations team as required.
- Attend and participate in team meetings as required
- Enhancing the area's effective contribution to review processes by participating in relevant team consultation processes.

Workplace Health & Safety

- Participating in WHS training and improvement programs as required.
- Reporting hazards, near misses, incidents, and damage; and
- Encouraging fellow employees to participate in and support WHS initiatives.
- Assist with managing the accident and incident process through driver reporting and escalation

Fatigue Management

- Monitor and manage driver fatigue through use of the COP and correct replacement rostering practices
- Awareness and application of Chain of Responsibility (CoR) legislation applicable to KBL

FORMAL QUALIFICATIONS - ESSENTIAL
Current QLD Drivers Licence (MR licence an advantage)
FORMAL QUALIFICATIONS – OPTIONAL (training will be provided)
CERTIFICATE - Applying Fatigue Management Strategies
CERTIFICATE - Administering the Implementation of Fatigue Management Strategies
CERTIFICATE - Complete a work diary in the transport industry
PERSONAL ATRIBUTES
<ul style="list-style-type: none"> • You must have the flexibility to work rotational rosters, public holidays and weekends • You have knowledge & experience of the bus industry (urban, school and charter) • You are a team player, collaborative/team orientated • You work & behave positively and constructively • You are accountable • You love the detail of process and systems in fast-paced environments • You are honest & reliable • You are detail orientated • Motivated, passionate and proactive

Appendices

Appendix A – Remuneration Details

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APPENDIX A

Item 1	Position	Operations Control Centre Officer
Item 2	Commencement Date	Negotiated as per availability
Item 3	Manager	Service Delivery Supervisor
Item 4	Location of Work	2 Motorway Drive, Burpengary QLD 4505
Item 5	Company Property	Issued as per on call roster
Item 6	Remuneration Package	<u>Salary</u> : to be negotiated (inclusive of any outside of normal operating hours contact) <u>Annual Leave</u> : 4 weeks <u>RDO</u> : As per roster
Item 7	Probation period	A 6-month qualifying/probation period applies
Item 8	Working Hours	38 hours per week, on a rotating Morning, Day and evening shifts Monday to Friday plus rotating Weekend roster and being on call as per roster
Item 9	Contact Person	Laurell Wood, Manager People and Culture