

Traffic Management Centre Operator (ASO3)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment

Division: Road and Marine Services
Directorate: Network Management Services
Section: Traffic Management Centre

Reporting relationships

Reports to: Team Leader, Operations Room
Direct reports: Nil

Role overview

The Traffic Management Centre (TMC) Operator provides a range of monitoring services relating to traffic control and reporting systems.

The position entails the facilitation of early responses to incidents and initiating appropriate corrective actions to minimise the impact of traffic disruptions. Liaising and supporting emergency services in the confirmation of incident locations, impacts and associated asset requests. Liaising with media services in the provision of real time traffic information and providing appropriate assistance to the public as required.

The TMC Operator will provide efficient traffic operations on a day to day basis, to facilitate safe and efficient, effective traffic flow on the South Australian road network.

The role starts at an ASO3 classification with a career path through to a TMC Senior Operator (ASO4) once experience and skills can be proven over a three-year period. As a shift worker, a TMC Operator is entitled to 5 weeks annual leave. A TMC Operator receives shift loading and overtime which often places 0% – 20% additional penalties on top of their Gross Salary of \$67,589.

Further information about the department can be found at dit.sa.gov.au/about_us

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Undertaking a range of functions associated with assigned discrete programs, projects, systems and/or services including coordinating and/or controlling related processes, provisions and information.
- Supervising and training employee where required including allocating work and monitoring and maintaining the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications.
- Assisting with investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- Liaising and negotiating with internal stakeholders to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- Undertaking research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- Assisting with the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- Contributing to a high standard of customer service for internal and external clients and quality management and risk.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some intra / interstate travel may be required, involving overnight absences when required.
- The Traffic Management Centre operates on a 24 hours a day, 7 days a week basis, including public holidays, and the incumbent is required to work shiftwork and may include occasional short notice out of hours work.

Educational qualifications / licenses

- A current driver's license.

Technical capabilities

- Nil.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality.
- Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
- Proven ability to work under general direction, independently or as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures.
- Sound knowledge and relevant skills including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
- Self-motivated, resilient and solution focussed.
- Ability to research and analyse information and identify solutions to problems.
- Demonstrated ability to work collaboratively and contribute to a positive and supportive team culture.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Director, Network Management Services

People, Culture and Capability Use Only	KNet ID: 17210124	ANZSCO code: 2211	Position number: Various
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