

Receptionist, Vehicle Identity Assessment Station (ASO2)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Transport Policy and Regulation
	Directorate:	Regulation
	Section:	Vehicle Operations
Reporting relationships	Reports to:	Unit Manager, Vehicle Identity Assessment Station (VIDAS)
	Direct reports:	Nil FTE

Role overview

The VIDAS Receptionist is accountable to the Unit Manager, Vehicle Identity and Assessment Station, and is responsible for:

- Providing professional, friendly and efficient reception services, including advising customers on inspection processes, conducting proof of identity checks, and ensuring inspection reports are accurately completed.
- Delivering a broad range of operational support services to the Tier 2 and Tier 3 Vehicle Identity Assessment teams, including conducting system checks of Tier 2 inspection reports.
- Coordinating an efficient and accurate Tier 3 Vehicle Identity booking function, contributing to the efficient and effective management of the team.

Further information about the Department can be found at: <https://www.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

- Demonstrates experience in frontline operations, with the ability to work proactively, multi-task and perform effectively under pressure.
- Contributes to the effective and efficient operation of the Vehicle Identity Assessment Station (VIDAS) team by delivery comprehensive, responsive administrative support to the Tier 2 team.
- Conducts customer data checks using NEVDIS and TRUMPS systems.
- Responds to internal and external customer enquiries, providing clear explanations of vehicle identification processes.
- Maintains accurate filing and record-keeping systems, including creating, recording, and tracking files within the Agency's electronic systems.
- Provides accurate statistical data collection and recording services for Tier 2 and Tier 3 inspection results.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with DIT 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.
- 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.
- Location is at Naweena Road, Regency Park.
- Work outside normal hours may be required.
- Possession of and willingness to use a current driver's licence is essential.

Educational qualifications / licenses

- NIL

Technical capabilities

- Proficiency in TRUMPS is desirable.

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.

- Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- Listens and responds to customers' by adhering to DIT's systems, processes and policies and providing clear and concise communication, tact, and diplomacy in what can become contentious matters.
- Work collaboratively and develop partnerships with employees and stakeholders to deliver and evaluate service performance objectives.
- Sound understanding of the quality and risk management requirements and functions of a technical service or operational program, including an understanding of the relevant legislation and regulations that impact on the functions of the role and the Agency.
- Proven experience in delivering a range of relevant and responsive operational or technical advice and information to support the achievement of program, section and agency goals and objectives under general direction.
- 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, Regulation

People, Culture and Capability Use Only	KNet ID: 16252966	ANZSCO code: 8393	Position number: M35823
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