

## Position Description

<b>Job Title:</b>	<b>Driver Testing Officer</b>
<b>Location:</b>	<b>Nationwide</b>
<b>Reporting To:</b>	<b>Station Manager</b>
<b>Date:</b>	<b>December 2014</b>

### Organisation Chart

<b>Driver Testing Officer (TO)</b>	Customer Service Representatives (CSR)	Vehicle Inspectors (VI)
Station Supervisor (SS)		
Station Manager (SM)		

### Purpose

Responsible for taking a driver test applicant along a prescribed testing route to determine their driving ability in accordance with the Testing Officer's Manual whilst delivering a positive customer experience to all applicants nationwide.

Provide customers with professional, friendly and efficient administrative processing of VTNZ products and services.

### Key Result Area

Result Area	Activities	KPI's
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Provide a courteous and helpful service by following the Customer CARE quick wins for greeting and fare-welling customers.</li> <li>▪ Respond to customer requirements and queries in a timely manner</li> </ul>	<p>Positive customer feedback and survey results</p> <p>No breaches of Customer CARE Code</p>
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Prepare for daily tests and appointments as detailed in the booking schedule</li> <li>▪ Calculate and document assessment of testing and record outcomes on score sheets in accordance with the Testing Officers Manual</li> <li>▪ Issue temporary licences to successful applicants</li> </ul>	<p>Practical Driver Tests completed as per schedule</p> <p>VTNZ &amp; NZTA audit requirements met</p> <p>Accurate and timely recording of assessments</p> <p>No complaints</p>
<b>Operational Excellence</b>  <b>Practical Driver Testing</b>	<ul style="list-style-type: none"> <li>▪ Carry out pre-drive applicant and vehicle check in accordance with the Testing Officers Manual</li> <li>▪ Take Applicants along the prescribed test route to determine their abilities in accordance with the Testing Officers Manual</li> <li>▪ Abide by the Testing Officers Manual to ensure safety standards are met</li> <li>▪ Ensure clear and explicit instructions are delivered to the applicant</li> </ul>	<p>Testing completed following VTNZ &amp; NZTA processes within acceptable timeframe</p> <p>VTNZ &amp; NZTA audit requirements met</p> <p>Complies with the Driver Testing Officer Manual</p>

	<ul style="list-style-type: none"> <li>▪ Debrief Applicant on the outcome of their testing and provide constructive feedback to unsuccessful applicants on improvements.</li> </ul>	No complaints
<b>Operational Excellence</b>  <b>Front Counter process</b>	<ul style="list-style-type: none"> <li>▪ When required operate the front counter process for all VTNZ transactions such as: <ul style="list-style-type: none"> <li>▪ Receive and maintain accurate payments for all testing</li> <li>▪ Issue Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the New Zealand Transport Agency (NZTA)</li> <li>▪ Issue NZTA products as per NZTA policy manuals and procedures</li> <li>▪ Assist VIs with data entry into relevant systems when required</li> <li>▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations</li> </ul> </li> </ul>	Accurate and timely processing of all transactions  NZTA and VTNZ audit requirements met  Complies with the Front Counter Administration Manual  Daily cash ups balance  VTNZ finance audit standards met
<b>Policy and Processes</b>	<ul style="list-style-type: none"> <li>▪ Maintain and follow best practice processes and procedures</li> <li>▪ Adhere to the Code of Ethics</li> <li>▪ Adhere to all relevant security policy and practices</li> <li>▪ Report all hazards or unsafe situations</li> <li>▪ Report all accidents/incidents including near misses</li> <li>▪ Work safely and use all protective clothing and equipment as required</li> </ul>	Service levels adhered VTNZ audit requirements met No non compliance No ethical breaches No security breaches Hazards reported same day Accident/Incident and near misses reported same day No injury caused to self or others
<b>Other duties</b>	<ul style="list-style-type: none"> <li>▪ Carry out other duties as and when required such as testing route developments.</li> </ul>	Timely, positive and accurate response

### Experience and Qualifications

- Current NZ Full Drivers Licence (having held it for 2+ years)
- Previous Customer Service Experience

*\*people with minimal speeding offences will be considered, but all offences must be declared*

*\* a requirement of the role includes to sit and pass a range of theory and practical tests*

### Competencies

#### Customer Service

Practise	Behaviours that demonstrate
Establishes a positive rapport with the customer	<ul style="list-style-type: none"> <li>▪ Provides clear and concise directions</li> <li>▪ Actively listens</li> <li>▪ Proactively communicates with customer, keeping them informed</li> <li>▪ Is approachable</li> <li>▪ Puts nervous customer at ease</li> <li>▪ Adapts communication style and approach to the person they are talking to i.e. age, culture</li> </ul>
Manages giving negative information to a customer tactfully	<ul style="list-style-type: none"> <li>▪ Communicates negative information in a positive and courteous manner</li> <li>▪ Advises the customer clearly of issues</li> <li>▪ Empathises with customer</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Focuses on the safety issues</li> <li>▪ Remains calm and polite</li> </ul>
Manages Conflict	<ul style="list-style-type: none"> <li>▪ Diffuses conflict situations</li> <li>▪ Remains calm and polite</li> <li>▪ Actively listens</li> </ul>
Exhibits 'Can do Will do' attitude	<ul style="list-style-type: none"> <li>▪ Will go the extra mile to meet the customers' needs</li> <li>▪ Is flexible and will stay back or change break times to meet customer demands</li> <li>▪ Action Oriented</li> </ul>
<b>Professionalism</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Professional personal presentation	<ul style="list-style-type: none"> <li>▪ Maintain a high standard of personal hygiene</li> <li>▪ Uniform clean and tidy</li> </ul>
Acts Ethically	<ul style="list-style-type: none"> <li>▪ Adheres to VTNZ Code of Ethics and policies and processes even when put under pressure</li> </ul>
Proactively maintain/develop technical knowledge	<ul style="list-style-type: none"> <li>▪ Uses down time to update knowledge</li> <li>▪ Proactively seeks out and reads technical material to update knowledge</li> <li>▪ Initiates own self development</li> </ul>
<b>Team Work</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Exhibits a flexible attitude	<ul style="list-style-type: none"> <li>▪ Proactively identifies opportunities to assist other team members</li> <li>▪ Willingly assists when requested</li> <li>▪ Positively contributes to areas outside area of direct responsibility</li> </ul>
Contributes positively to the team	<ul style="list-style-type: none"> <li>▪ Contributes willingly in team meetings</li> <li>▪ Willingly shares technical knowledge with other team members</li> <li>▪ Coaches other team members where appropriate</li> <li>▪ Proactively assists others when not fully utilised</li> </ul>
<b>Communication</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Gives clear and concise instructions	<ul style="list-style-type: none"> <li>▪ Speaks clearly, audibly and at appropriate pace</li> <li>▪ Gives instructions in a timely manner</li> <li>▪ Instructions focus on key message (not jumbled)</li> <li>▪ Remains calm</li> </ul>
Provides feedback	<ul style="list-style-type: none"> <li>▪ Gives feedback at appropriate time</li> <li>▪ Provides both positive and constructive feedback</li> <li>▪ Checks the message has been understood</li> </ul>
<b>Decision Making</b>	
<b>Practise</b>	<b>Behaviour that demonstrate</b>
Keen observation skills	<ul style="list-style-type: none"> <li>▪ Able to maintain focus on key tasks</li> <li>▪ Can apply judgement to observations</li> <li>▪ Confidently verifying applicants road user abilities whilst concurrently observing the applicant and the environment to ensure the safety of all road users</li> </ul>
Applies good judgement and decision making	<ul style="list-style-type: none"> <li>▪ Demonstrates timely and consistent decisions</li> <li>▪ Able to confidently justify decisions when questioned</li> </ul>

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Planning/ Organising	
Practise	Behaviours that demonstrate
Self-Managing	<ul style="list-style-type: none"> <li>▪ Identify what needs to be done without being told what to do</li> <li>▪ Completes tasks with little support or direction but obtains confirmation when necessary</li> </ul>
Effectively plans and manages time	<ul style="list-style-type: none"> <li>▪ Manages peak work loads effectively (e.g. re schedules and re prioritises)</li> <li>▪ Adheres to scheduling, attends meetings on time, completes paper work daily</li> <li>▪ Makes best use of time</li> </ul>
Is punctual	<ul style="list-style-type: none"> <li>▪ Starts on time and returns from breaks at agreed time</li> </ul>

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Team Member

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Station Manager