

POSITION DESCRIPTION		
	Position Title:	Transport Systems Officer
	Position Number:	Previously T00631 – update requires HR advice
	Directorate:	IPDS
	Service:	Strategic Transport Planning & Projects
	Location:	Katoomba HQ
	Position Classification:	Band 5
	Date Created/Updated	22 July 2026

POSITION PURPOSE/OBJECTIVE

Customer service and general administration of Council's visitor transport systems, namely the Permit Parking Scheme and Bus Management System. This includes managing both systems through supporting operations, developments and customers.

RELATIONSHIPS

Reports to (<i>Position Title</i>):	Program Leader Transport Systems
Report to (<i>Position Number</i>):	T*NEW*
Staff Responsibility:	Nil
Key Internal Relationships:	Councillor Support & Customer Experience Service Environmental Compliance Service
Key External Relationships:	Blue Mountains community, visitors, tourism industry and local businesses

KEY RESPONSIBILITIES

- Update transport system records and databases for the ePermits and Bus Management Systems complying with Council policy, procedures and records management processes to ensure information is accurate, stored correctly and accessible.
- Customer support for both community members and tourism operators with applying and accessing transport systems.
- Data entry, assessment and processing of applications for community and businesses using the system's self service portal.
- Provide meeting and events support including assisting and coordinating meetings, agendas and preparation of materials, catering and minute taking.
- Communicate with and respond to enquiries from community members and customers to ensure accurate information is collected for processing.
- Assist with the analysis of data from technological platforms to be used in the

preparation of reports, briefings and recommendations to management on outcomes and improvements.

- Maintain a good rapport with internal and external stakeholders and maintain workflow and relationships for and between various units within Council.
- Model and promote excellence in customer service and commitment to a customer service culture.
- Support projects that develop Council's transport systems inclusive of procurement, stakeholder management, budgeting and reporting.
- Act in a manner that promotes integrity, ability, judgment and transparency in decisions and processes.
- Maintain Council's commitment to protecting personal information and ensure information is handled in line with Council's Privacy Management Plan.
- Actively engage and be proficient in the use of internal and external technological business systems, maintain administrative business processes and systems that contribute to improved data integrity and accurate data insights.

GUIDING PRINCIPLES

- We act as one organisation responding to the changing needs of our LGA and community
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus
- We are service focused & we continuously improve service provision and provide excellent customer service
- We collaborate and work together to achieve our outcomes
- We ensure safety and well-being is at the centre of our organisation, operations and culture
- We are a financially sustainable organisation, living within our means, ensuring best value resource allocation

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community.

WORKPLACE HEALTH & SAFETY

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to: identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition, you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMPLIANCE & RISK

You are responsible for ensuring that you conduct your risk management responsibilities as described in Council's Enterprise Risk Management (ERM) Policy and Procedure (the ERM Framework) with the goal of ensuring that potential issues are identified and reported in a timely manner.

COMMUNICATION

The role involves frequent virtual, verbal and face-to-face communication with members of the public and regular information exchange with colleagues and supervisors. Communication is focused on application processing, support and education, requiring clarity, empathy and professionalism in a public environment.

JUDGEMENT & PROBLEM SOLVING

Works within established policies, procedures and system frameworks to support the effective operation of transport systems and services. Exercises sound judgement to identify issues, investigate system or data anomalies and determine appropriate resolutions or escalation pathways. Problems are generally defined but may require analysis of multiple information sources, prioritisation of tasks and application of practical solutions to meet service objectives.

AUTHORITY

- Make operational decisions within delegated responsibilities and established policy and procedures.
 - Maintain and update transport system data and records.
 - Respond to internal and external enquiries related to transport systems and services.
 - Recommend process or system improvements to supervisors or managers.
 - Escalate system faults, risks or complex issues that fall outside defined delegations.
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SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

Essential:

- Demonstrated experience providing operational or administrative support within systems-based environments.
- Ability to work under pressure, handle multiple tasks and demonstrate initiative within a team environment.
- Excellent written and oral communication skills and interpersonal skills with an ability to deal with people on all levels.
- Sound analytical skills with the ability to review, interpret and validate data.
- Experience using computer-based systems, databases and reporting tools.

Desirable:

- Experience working in local government or a regulated operating environment.
- Familiarity with parking, permit, transport or asset management systems.
- Experience supporting service delivery through data monitoring and reporting.

Behavioural Competencies:

- Service focused with a commitment to accurate and timely support
- Professional and accountable
- Team oriented and collaborative
- Adaptable and responsive to change
- Proactive problem solver
- Demonstrates integrity and respect in all interactions

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/ Supervisor.
Please contact the WH&S Officer if assistance is required in completing this form.*

Position:	Manager, Strategic Transport Planning & Projects		
Responsible Manager/Supervisor:	Sebastian Camilleri		
Signature:	<i>Scamilleri</i>	Date:	22 nd July 2026

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:	Exposure Level	Rating
	No Exposure	0
	Low Exposure (0 – 2hrs daily)	1
	Medium Exposure (2 – 4hrs daily)	2
	High Exposure (4 – 8hrs daily)	3

PHYSICAL REQUIREMENTS							
Heavy Manual Tasks	0	Pushing loads > 5kgs	0	Frequent bending/ stooping	1	Sitting for extended periods	3
Light Manual Tasks	1	Pulling loads >5kgs	0	Repetitive Lifting	0	Standing for extended periods	1
Trunk Twisting	0	Extend arms for reaching	0	Elevating arms above shoulder height	0	Kneeling for extended periods	0
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	1
Balancing	0	Crawling	0	Hearing above background noise	0	Depth Perception	0
Colour Vision	0	Fine Manipulation	0	Shoveling/Digging	0		
WORKING CONDITIONS							
PHYSICAL							
Inside Work	3	Outside Work	1	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	0
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	1	Working Alone	1
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1
CHEMICALS				BIOLOGICAL			
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	0	Possible exposure to Tetanus	0
Gases/ Vapours	0	Odours	0	BIOMECHANICAL			
				Repetitiveness	1	Fatigue	0
ASBESTOS							
Asbestos Awareness	✓	None of the below					✓
Class B Asbestos Removal		Asbestos Removal and Supervision		Asbestos Assessor			
USE OF PERSONAL PROTECTIVE EQUIPMENT							
Safety Boots/ Shoes		Dust Mask/ Respirator		Protective Eyewear		Ear plugs/Muffs	
						Hard Hat	
Provide a brief description of the job requirements:							
Processing applications and providing customer support for Council's transport systems.							