

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: DEMERIT POINT PROCESSING OFFICER

JOB SUMMARY:

This job requires the incumbent to use specialised software over a complex technological platform, the Demerit Point Processing Officer will play a key role in the reviewing, processing and application of red light traffic citations generated as a result of red light infringement.

REPORTS TO:	Traffic Enforcement Coordinator
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SUPERVISION GIVEN TO:	N/A
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KEY RESPONSIBILITIES:

- Verifies licensing information of the vehicle by its registration particulars.
- Verifies information of the driver against the Drivers Permit Database.
- Reviews fixed penalty uploads.
- Maintains records related to fixed penalty.
- Applies demerit points to drivers' record.
- Monitors Notice to Contest related to fixed penalty and ensures all stakeholders have been informed.
- Monitors none payments related to Fixed Penalty and ensure offender has been notified.
- Checks management system for court hearing and confirms that all parties have been notified.
- Sends written responses to violators as needed.
- Responds to email requests regarding any issues/violations.
- Notes Magistrate's ruling for each case and ensures records are updated to offender's records.
- Attends Court when summoned by a Magistrate to give evidence for the State on matters relating to responsibilities.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE:	<ul style="list-style-type: none"> • Results oriented and possess the ability to work independently and produce quality results as well as function effectively in a team environment. • The candidate must be proficient with Microsoft Office products including: Word, Excel • Knowledge of and ability to operate computer systems • Knowledge of the operations of the Licensing Division
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SKILLS AND ABILITIES:	<ul style="list-style-type: none"> • Ability to understand, interpret and apply the requirements of the Motor Vehicle and Road Traffic Act. • Ability to understand, interpret and apply the legislation relating to Demerit Points.
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	<ul style="list-style-type: none"> • Ability to successfully multitask and meet all deadlines and internal and external demands.
	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills, presentation, and written communication skills. • Ability to communicate effectively both orally and in writing. • Ability to promote teamwork and to manage conflict. • Ability to establish and maintain effective working relationships with colleagues. • Ability to follow complex oral and written instructions. • Ability to think clearly and logically under stress. • Ability to analyze and interpret information and reach sound conclusions. • Ability to handle and resolve problems with tact, resourcefulness and good judgment.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor of Science Degree from a recognized institution in one of the following areas with a minimum of two (2) years working experience with computers:

- Computer Science
- Information Systems
- Public Sector Management.

OR

Bachelor of Arts Degree from a recognized institution in one of the following areas with a minimum of two (2) years working experience with computers:

- Communication Studies
- Literature in English.