

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: FIXED PENALTY/CITATION PROCESSING OFFICER

JOB SUMMARY:

The Fixed Penalty/Citation Processing Officer will play a key role in the monitoring, maintenance and upkeep of the records generated as a result of fixed penalty point notices and citation notices issued by Inspection Officers which include Police Officers, Licensing Officers and Traffic Wardens.

REPORTS TO:	Traffic Enforcement Co-ordinator
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SUPERVISION GIVEN TO:	N/A
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KEY RESPONSIBILITIES:

- Manages all aspects of the administration of Fixed Penalty and Citation Notices (FPNs/CNs) issued by Inspection Officers including the input of data/monitoring progression, matching of payments, liaison with inspection officers, issuing of reminder letters, documentation of notices to contest, closure of cases upon payment and other related duties.
- Verifies licensing particulars (vehicle registration and driver's permit records) relating to offending party prior to issuance of notices.
- Compiles FPN/CN packages subsequent to necessary endorsements by Red Light Enforcement Officer (where necessary) and Inspection Officer and hand-over necessary documentation for issuance of notice to offending party.
- Investigates, log and responds to notices to contest received from recipients of FPNs/CNs who wish to challenge the issue of such notices.
- Obtains and records statements from Inspection Officers, verifying the accuracy of the details of FPNs/CNs to enable to the Agency to enforce payment.
- Liaises directly with solicitors on the conduct of cases arising from notices to contest.
- Ensures that subsequent to a receipt of a notice to contest, that records are adequately and properly maintained including and up to final Court judgements and payments regarding the matter.
- Carries out general administrative duties which may including documenting receipt of payments, reconciliation of payments received and payments due on issued PCNs and CNs, filing of documents and preparation of statistics including:
 - a) Cancellations and Write offs
 - b) Traffic Penalty Prosecution case status
 - c) Incoming and Outgoing mail
 - d) Levels of correspondence produced
 - e) Financial Transaction
 - f) Numbers of FPNs/CNs produced
- Ensures the legal, statutory and other relevant provisions governing or affecting the department and service provided are strictly observed.
- Liaises with operational staff on relevant matters, ensuring good interpersonal relationships are developed and maintained.
- Relates/corresponds professionally and courteously to enquiries from often irate and abusive customers (internal and external) by telephone, in person or by letter in respect of Fixed Penalty Notices and Traffic Light Violation Citation Notices and any other queries.
- Ensures that excellent customer service is provided to internal and external customers by understanding their requirements and conforming to them whilst ensuring that their needs are met promptly and efficiently.

- 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 and responsibilities as necessary or as directed.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE:

- Knowledge of the Motor Vehicle Road and Traffic Act.
- Knowledge of the Microsoft Office Suite.

SKILLS AND ABILITIES:

- Ability to understand, interpret and apply the legislation relating to FPNs/CNs and the offences for which FPNs are available.
- Ability to understand, interpret and apply the legislation relating to traffic light violation citations and the traffic infringements which require citation.
- Ability to understand, interpret and apply the requirements of the Motor Vehicle and Road Traffic Act.
- Ability to prepare criminal prosecution files in accordance with legislative and procedural requirements and case histories for submission to the Traffic Penalty Tribunal.
- Ability to communicate to a high standard both orally and in writing sufficient to draft various items of correspondence in a clear and concise manner
- Ability to deal with irate or distressed customers in a calm, diplomatic and tactful manner.
- Ability to anticipate and respond to the needs of the customer.
- Ability to work as part of a team.
- An aptitude to quickly learn how to use specialist in house software.
- Ability to work on own personal initiative and with minimum supervision.
- Ability to prioritise work and to work accurately under pressure and to strict deadlines.
- Ability to work in a highly confidential environment.
- Organizationally savvy and ability to develop strong working relationships at all levels.
- Strong interpersonal skills to manage customer relationships successfully and work in cross-functional teams.

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.