

Position Description

Job Title:	Driver Testing Officer
Location:	Nationwide
Reporting To:	Branch Manager
Date:	

Organisation Chart

Driver Testing Officer (DTO)	Customer Service Representatives (CSR)	Automotive Technician
Assistant Manager		
Branch Manager		

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

	<ul style="list-style-type: none"> ▪ Debrief Applicant on the outcome of their testing and provide constructive feedback to unsuccessful applicants on improvements. 	No complaints
Operational Excellence Front Counter process	<ul style="list-style-type: none"> ▪ When required operate the front counter process for all VTNZ transactions such as: <ul style="list-style-type: none"> ▪ Receive and maintain accurate payments for all testing ▪ Issue Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the New Zealand Transport Agency (NZTA) ▪ Issue NZTA products as per NZTA policy manuals and procedures ▪ Assist Automotive Technicians with data entry into relevant systems when required ▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations 	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
Policy and Processes	<ul style="list-style-type: none"> ▪ Maintain and follow best practice processes and procedures ▪ Adhere to the Code of Ethics ▪ Adhere to all relevant security policy and practices ▪ Report all hazards or unsafe situations ▪ Report all accidents/incidents including near misses ▪ Work safely and use all protective clothing and equipment as required 	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
Other duties	<ul style="list-style-type: none"> ▪ Carry out other duties as and when required such as testing route developments. 	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*

C o m p e t e n c i e s

Customer Service

Practise

Behaviours that demonstrate

Establishes a positive rapport with the customer

- Provides clear and concise directions
- Actively listens
- Proactively communicates with customer, keeping them informed
- Is approachable
- Puts nervous customer at ease
- Adapts communication style and approach to the person they are talking to i.e. age, culture

Manages giving negative information to a customer tactfully

- Communicates negative information in a positive and courteous manner
- Advises the customer clearly of issues
- Empathises with customer
- Focuses on the safety issues
- Remains calm and polite

Manages Conflict

- Diffuses conflict situations
- Remains calm and polite
- Actively listens

Exhibits 'Can do Will do' attitude

- Will go the extra mile to meet the customers' needs
- Is flexible and will stay back or change break times to meet customer demands
- Action Oriented

Professionalism

Practise

Behaviours that demonstrate

Professional personal presentation

- Maintain a high standard of personal hygiene
- Uniform clean and tidy

Acts Ethically

- Adheres to VTNZ Code of Ethics and policies and processes even when put under pressure

Proactively maintain/develop technical knowledge

- Uses down time to update knowledge
- Proactively seeks out and reads technical material to update knowledge
- Initiates own self development

Team Work

Practise

Behaviours that demonstrate

Exhibits a flexible attitude

- Proactively identifies opportunities to assist other team members
- Willingly assists when requested
- Positively contributes to areas outside area of direct responsibility

Contributes positively to the team

- Contributes willingly in team meetings
- Willingly shares technical knowledge with other team members
- Coaches other team members where appropriate
- Proactively assists others when not fully utilised

Communication	
Practise	Behaviours that demonstrate
Gives clear and concise instructions	<ul style="list-style-type: none"> ▪ Speaks clearly, audibly and at appropriate pace ▪ Gives instructions in a timely manner ▪ Instructions focus on key message (not jumbled) ▪ Remains calm
Provides feedback	<ul style="list-style-type: none"> ▪ Gives feedback at appropriate time ▪ Provides both positive and constructive feedback ▪ Checks the message has been understood
Decision Making	
Practise	Behaviour that demonstrate
Keen observation skills	<ul style="list-style-type: none"> ▪ Able to maintain focus on key tasks ▪ Can apply judgement to observations ▪ Confidently verifying applicants road user abilities whilst concurrently observing the applicant and the environment to ensure the safety of all road users
Applies good judgement and decision making	<ul style="list-style-type: none"> ▪ Demonstrates timely and consistent decisions ▪ Able to confidently justify decisions when questioned
Planning/ Organising	
Practise	Behaviours that demonstrate
Self-Managing	<ul style="list-style-type: none"> ▪ Identify what needs to be done without being told what to do ▪ Completes tasks with little support or direction but obtains confirmation when necessary
Effectively plans and manages time	<ul style="list-style-type: none"> ▪ Manages peak work loads effectively (e.g. re schedules and re prioritises) ▪ Adheres to scheduling, attends meetings on time, completes paper work daily ▪ Makes best use of time
Is punctual	<ul style="list-style-type: none"> ▪ Starts on time and returns from breaks at agreed time

_____/_____/_____
Team Member

_____/_____/_____
Branch Manager