# Casual Driving Examiner

## About the role

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| **Salary range and classification** | Per Hour– $48.21 to $53.75Plus super.Classification level AO3 |
| **Employment type** | CasualThe successful applicant will be required work at various locations in the Southeast Queensland North region.Applications for this role will remain current for 12 months and may be used to appoint for similar vacancies. |
| **Contact officer** | Peter Vellnagel – phone: 0413 873 141 |
| **Primary location** | Zillmere |
| **Reporting** | Reports to Senior Advisor (Customer Service)Direct reports – Nil |
| **Job ad reference no**  | QLD/575903/24 |
| **Closing date** | Thursday, 18 July 2024 |

## Why join TMR?

Transport and Main Roads' (TMR) vision is to create a single integrated network accessible to everyone. We are delivery focused, united by our purpose to make a difference to the lives of Queenslanders.

Every day is different and so are our teams. We foster an inclusive workplace culture and will support you to grow and develop in your career while maintaining a healthy work-life balance.

TMR is committed to reconciliation and creating a workplace that empowers Aboriginal peoples and Torres Strait Islander peoples to thrive.

We strongly encourage applicants from all life experiences and backgrounds to apply.

Please tell us about any additional support or adjustments, such as interpreting services, physical requirements, or assistive technologies, that will better enable you to shine during the recruitment process.

## Key responsibilities

Some of your responsibilities as a Driving Examiner will include:

* Conduct driving assessments to determine the competency of applicants for all classes of driver licence.
* Consult, liaise and provide advice to stakeholders on matters relating to driver licence assessment and road safety, including providing written reports to the Senior Advisor (Driver Assessment) as requested.
* Contribute to ensuring the integrity and accuracy of information through recording and maintaining accurate customer and service information on relevant computer systems.
* Maintain up to date knowledge of industry standards and product safety as they relate to the driver licence assessment function.
* Contribute to the operation of the Customer Service Centre, working collaboratively as an effective team member to achieve key team and individual performance targets, supporting and participating in team activities and assisting to meet team objectives. If required, you may be requested to provide training and mentoring to less experienced Driving Examiners in systems, services and products.

## About you

We recognise and celebrate that everyone is unique and seek the applicant best suited to the role. We will assess your experience, knowledge and acquired skills, as well as your potential for development and your personal qualities. To thrive in this role, you will need to demonstrate the following:

### Mandatory qualifications and conditions

* Due to this role having access to sensitive data, a criminal history check will be undertaken prior to appointment to the role.
* Applicants are required to have held an open C Class Driver Licence for a minimum of twelve months.
* A background search of traffic history and personal record will be made to ensure that an applicant's appointment is in line with the public’s expectations.
* Applicants will be required to undertake a simulated C (Car) Class practical driving assessment as part of the selection process for this role.

### Desirable qualifications and conditions

### HC (Heavy Combination) licence class.

* Experience in conducting driver assessments across all licence classes.

### Requirements of the role

* Customer service – Required to interact with a diverse customer base.
* Working in a team environment - Required to work collaboratively as an effective team member to achieve key team and individual performance targets.
* Competent driving experience - Required to assess competency of applicants.
* Interpretation of legislation, policy, and procedures - Required to provide advice and interpretation to staff and customers, to ensure consistent standards of driving assessment services.
* Use of Information Technology - Required to navigate multiple IT systems and databases to support efficient service delivery.

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| **Important information for applicants** | Recommended applicants will be subject to pre-employment checks before an offer of appointment. Refer to the Applicant guide for more information. |
| **How to apply** | Click ‘Apply’ on the Smart jobs listing. You will need to submit your current resume (maximum five pages) including the names and contact details of two referees, who have a thorough knowledge of your work performance and conduct over the past two years.You will also need to provide a statement no longer than 2 pages answering the following questions1. Describe a time when serving a customer, that you needed to make and own a decision when working under pressure
2. Provide an example of when you used strong teamwork skills to achieve an outcome
3. Provide an outline of your motivation for applying for this role and what you will bring to this role
4. What are some of your strengths and challenges? Provide an example of when you converted a challenge into a strength?
5. What is your understanding of the Driver Examiners role?
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The Queensland Government is reframing its relationship with Aboriginal peoples and Torres Strait Islander peoples.

This can only be achieved by working in partnership as we move forward together with mutual respect, recognition, and a willingness to speak the truth about our shared history.

At TMR, we value the relationships and contributions Aboriginal peoples, and Torres Strait Islander peoples make to our diverse and inclusive workforce and the people of Queensland.