

**Job Description:**

**Job overview:** A Patrol role ranges from making member vehicles mobile at the roadside, providing mechanical advice, and / or promoting member services. The role requires the Patrol to operate a supplied, fully maintained, late-model roadside assistance vehicle to attend to breakdowns or other motoring issues for RACV members providing newly developed services as introduced from time to time.

**Environment:** Work independently in a remote work environment with minimal supervision, exposure to chemicals, exposure to high traffic environments

**Psychosocial demands:** Remote and isolated work, exposure to concerning circumstances of customers and customer aggression, exposure to traumatic events

**Shifts:** Shift work position working a 365-day rotating roster

**PPE:** High Visibility Clothing, Safety Footwear, Gloves, Safety Glasses, Ear Muffs

Battery Replacement



Wheel Change



Carrying Battery



**Key Tasks:**

1. Fitting replacement batteries
2. Fitting replacement wheels/tyres
3. Locksmith services: lock outs, jammed doors, jammed windows
4. Assisting customers who have run out of fuel
5. Assessing and assisting with electrical faults (mechanical repairs temporary and permanent)
6. Customer service including taking payments

Postural Tolerance	O	F	C	Comments
Sit		√		Max 50 mins
Stand/Walk		√		Maximum 1 hour
Bending/Stooping		√		Vehicle access
Squatting/crouching/crawling/kneeling	√			Vehicle access
Climbing	√			Vehicle access
Dexterity			√	Use of tools/computer

Material Handling	O	F	C	Comments
Lift		√		F: Up to 9kg O: Up to 40kg
Carry		√		Up to 33kg
Pull/Push	√			Car jack/draws in van
Reach		√		Vehicle access
Awkward Postures	√			Vehicle access
Twisting	√			Vehicle access

**Job Modifications:**

- Reduced weights on MH required
- Call out other patrol car MH required
- Reduce exposure to heavily trafficked areas

**Alternate Duties:**

- General administration duties
- Patrol ride along
- Training & knowledge sharing