

Transport Revenue Officer interview questions

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What to expect

Interviews for Transport Revenue Officer roles usually combine a structured panel interview with a practical assessment or role-play. Employers want to see that you can enforce fare rules fairly, handle difficult conversations and work accurately with ticketing systems.

- **Process and procedure:** Questions that ask you to walk through how you check tickets, issue infringement notices, or reconcile revenue.
- **Behavioural:** Questions about past experience handling conflict, explaining rules to passengers, or working in a team.
- **Scenario and judgement:** Hypothetical situations where a passenger disputes a fare or a ticketing discrepancy appears, testing your decision-making under pressure.
- **Technical and systems:** Questions about ticketing platforms such as Opal, myki or TransLink go card, and how you use Excel or CRM software.
- **Customer service:** Questions that assess how you explain fare rules clearly and empathetically to a diverse public.

The interview is typically a panel of two or three people, often including a hiring manager and a team leader. It may start with a short introduction to the role and the network, followed by a mix of behavioural and scenario questions. Some employers include a practical exercise where you review a sample ticketing report or role-play a fare evasion conversation. You will usually have time for your own questions at the end.

1. Walk me through how you check tickets on a busy service and what steps you take when you find a passenger without a valid ticket.

Why they ask

This is a core task for the role. The interviewer wants to see that you know the procedure, stay calm and treat passengers consistently.

How to structure your answer

A step-by-step walk-through. Start with your preparation before boarding, then describe how you approach passengers, what you check, and the exact steps you follow when a ticket is invalid, including explaining the rules and issuing an infringement notice if needed. Finish with how you record the interaction.

Example answer

"Before boarding, I check that my handheld reader is working and that I have the latest fare rule updates. On the service, I move through the carriage and greet each passenger, asking to see their ticket or travel pass. If a passenger doesn't have a valid ticket, I stay calm and ask if there's a reason. I explain the fare rules in plain language and give them a chance to pay the correct fare on the spot if that is allowed. If not, I collect their details, issue an infringement notice and explain what happens next. Afterward I record the interaction in the system so the revenue team can follow up."

2. Tell me about a time you had to enforce a rule with someone who became upset. How did you handle it?

Why they ask

Fare enforcement can be confronting. The interviewer wants evidence that you can stay professional and de-escalate.

How to structure your answer

STAR: Situation, Task, Action, Result. Set the scene briefly, explain what you had to do, describe your actions in detail, and finish with what happened and what you learned.

Example answer

"A passenger on a busy tram didn't have a valid ticket and became angry when I explained the fine. My task was to enforce the rules without escalating the situation. I lowered my voice, kept my hands visible and listened to their complaint. I acknowledged their frustration, explained the rule clearly and gave them time to respond. I offered a payment plan option if they couldn't pay immediately. They eventually calmed down, accepted the notice and left. I learned that staying calm and letting someone speak usually prevents a situation from getting worse."

3. You notice a regular commuter repeatedly travelling without a valid ticket but claiming they tapped on. What do you do?

Why they ask

This tests your judgement and your ability to balance enforcement with customer service and evidence gathering.

How to structure your answer

A judgement-under-pressure structure: assess the facts, check the system, follow procedure, and decide whether to escalate. Show that you are fair but firm.

Example answer

"I would ask the commuter to step aside so we can check their card or device. I would listen to their claim and then verify it against the ticketing system using my handheld reader. If the system shows no valid tap-on, I would explain the discrepancy and ask if there's a reason. If it happens again, I would record the details and issue an infringement notice in line with policy. If the commuter genuinely has a ticketing error, I would help them fix it and note the fault for the technical team. Either way, I would stay polite and clear."

4. How would you reconcile fare revenue from ticketing system records against daily takings?

Why they ask

This role involves accuracy with money and data. The interviewer wants to see a methodical approach.

How to structure your answer

A method walk-through: describe your starting point, the tools you use, the checks you run, and what you do when you find a discrepancy.

Example answer

"I would start by pulling the daily transaction report from the ticketing system, such as Opal or myki. Then I would compare it against the cash and card takings recorded at the station or on the service. I would use Excel to match totals by route and time period. If there is a discrepancy, I would check for common causes like an unrecorded refund, a duplicate transaction or a machine error. I would document what I find and escalate anything that can't be resolved to the revenue team. My goal is to close the day's reconciliation accurately and flag patterns before they become bigger issues."

5. How do you explain fare rules to a passenger who doesn't speak English well or is confused by the ticketing system?

Why they ask

You will deal with a diverse public. The interviewer wants to see empathy and clear communication.

How to structure your answer

A customer service structure: acknowledge the person, use plain language and visual aids, check understanding, and offer a practical solution. Show patience.

Example answer

"I would start by smiling and speaking slowly, using simple words. If the passenger doesn't speak English well, I would use the translation card or app on my device if available. I would show them the ticket machine or the tap-on point and demonstrate what to do. I would ask them to repeat back the steps so I know they understand. If they still need help, I would walk them to the ticket window or give them a printed fare guide in their language. The aim is to make the rules clear without making them feel embarrassed."

6. What do you know about issuing an infringement notice, and how do you ensure it's done correctly?

Why they ask

This is a legal process. The interviewer wants to see that you understand the rules and take accuracy seriously.

How to structure your answer

A compliance structure: explain the legal basis, the evidence you need, the steps you take, and how you record and review the notice.

Example answer

"I know that an infringement notice must be issued under the relevant transport legislation, and I need to be an authorised officer to do it. Before issuing, I would confirm the passenger's identity, gather evidence such as a photo of the expired ticket or a system reading, and explain the offence clearly. I would complete the notice accurately, give the passenger their copy and explain their right to appeal. I would then record the notice in the compliance system and keep my notes factual. I always double-check names, dates and offence codes because small errors can invalidate a notice."