

Position Description

Parking Patrol Officer

D03329512 – December 2021

DETAILS

Team	Ranger Services
Department	Ranger Services
Division	City Services
Supervisor	Supervisor Ranger Services
Direct Reports	NA
Grade	7 (Operational)
Delegation of Authority	Delegation to issue penalty notices and implement Council's regulatory functions in accordance with the delegation of authority from Council's General Manager.
Budget	NA
City Plan Directions	6c: The safety of our community is paramount and is acknowledged and supported through proactive policies, programs and strategies. 9d.2: Implement operational programs to monitor and enforce relevant road rules in designated locations e.g. school zones, shopping precincts, residential parking areas and recreational areas

PURPOSE

To undertake efficient and effective parking patrols and parking/road-related enforcement activities, in accordance with relevant legislation, Council policies, procedures and work practices.

KEY ACCOUNTABILITIES

1. Undertake parking patrol and other regulatory activities, in accordance with relevant legislation, Council policies, procedures and work practices, on a rostered shift-basis.
2. Undertake parking patrols of designated areas (on foot), assess compliance with relevant regulations, road and traffic rules and take appropriate enforcement action.
3. Take appropriate enforcement action on behalf of Council, including issuing penalty notices, directions, or other regulatory action, in accordance with the delegation from the General Manager.
4. Maintain an up-to-date knowledge and implementation of the NSW Road Rules and relevant Acts, regulations, policies and requirements that relate to this position.

5. Investigate and resolve internal and external parking/road-related customer action requests and take appropriate regulatory and enforcement action, in accordance with relevant legislation, Council policies, procedures and work practices.
6. Interact and communicate with internal and external customers and the community in an effective, professional and customer focused manner and without conflict.
7. Prepare statements of evidence and represent Council in Court in accordance with the delegation from the General Manager.
8. Prepare and maintain contemporaneous notes and reports detailing patrols, activities and actions relating to patrols and enforcement activities.
9. Identify and report on environmental, public safety and operational matters as may be required by the Supervisor or Coordinator, for assessment and action by Council.
10. Undertake other allocated activities as may be required by the Supervisor, Coordinator or Manager
11. Exercise all duties in an accountable, transparent and ethical manner and ensuring that all work practices comply with all Council policies, procedures and WH&S requirements.
12. Demonstrate and implement Council's ICARE Values in all activities, tasks and actions.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Relevant training in regulatory services (e.g. Authorised Officer Training Course, SEINS Training Course or similar training), or demonstrated experience in enforcement activities or, demonstrated ability to successfully complete relevant internal/external training programs within the Probationary Period.
2. Ability to understand and apply the NSW Road Rules and other relevant legislation, policies and requirements in an accountable, accurate and professional manner.
3. Experience/ability to work effectively and accurately with minimum direct supervision and undertake responsibilities within allocated time frames, instructions and requirements.
4. Effective, quality and customer focused written and oral communication skills.
5. A valid Class C drivers licence at all times.
6. Demonstrated customer service skills.
7. Proven ability to work in a team based environment.
8. Negotiation, problem solving and interpersonal skills.
9. Commitment to and ability to implement WH&S and EEO legislation and principles.
10. Understands and demonstrates Council's ICARE Values.

DESIRABLE

11. Demonstrated experience in Local Government regulatory or enforcement activities or equivalent work experience.
12. Successful completion of communication and or conflict resolution courses and programs e.g. Customer Service, Conflict Resolution, Dealing with Difficult People or Negotiation Skills.
13. Experience with Microsoft office suite.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type: C Class	YES
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.