Position Description

POSITION DETAILS	
Date of PD	April 2019
Position Title	Parking Officer
Position Grade	5
Directorate | Business Unit	City Assets & environment | Regulatory Services
Reports to	Supervisor Ranger and Parking Services
Physical Requirements Category	Category 2- Field Role with considerable Physical Requirements

KEY RESPONSIBILITIES

1. The position is responsible for the provision of parking and general enforcement services to the Council, its customers and residents by ensuring members of the community comply with the provisions of the Local Government Act 1993, Public Spaces Unattended Property ACT 2021 , Protection of the Environment Operations Act 1997, Companion Animals Act 1998, Road Rules 2014, Road Transport (General) Regulation 2013, and any other relevant Acts and Regulations and Council's policies in an equitable and just manner, which will result in improving the quality of assessable parking opportunities and general compliance throughout Parramatta Local Government Area.

2. Primarily the position involves the patrol of land under Council's control or ownership, or land subject to a private agreement with Council, investigating parking and general complaints and issuing of warnings, cautions, infringements or notices for breaches under the applicable legislation.

   In general, the Parking Patrol Officer will be required to execute the following duties:

   a. Investigation and enforcement of parking offences in Council free parking areas.
   b. Investigation and enforcement of parking offences in on-street parking areas.
   c. Enforcement of litter related offences from vehicles and/or persons.
   d. Enforcement of Local Government related offences within designated council areas
   e. General regulation of footpaths and other road related areas including outdoor dining, parks and reserves.

3. To report any matter, activity or claim, affecting Council's risk management safety concerns or public liability, immediately to the Supervisor Ranger and Parking Services Parking.

4. Report irregularities in signposting, faulty or vandalised parking metres or ticket machines and damage or faulty Council assets via the creation of a Service Request or directly to the machine operator as applicable.

5. To act as an ambassador for the Council through the execution of all activities and functions in a professional manner which supports the principals of customer service, including providing information, advice and a welcoming presence to visitors to our city.

6. To actively observe and report safety incident to the appropriate governing authority, such as NSW Police, Fire Brigade or Ambulance Service.

7 All parking patrol officers are required to assist Rangers and Animal Management and Enforcement Officers as requested by Management.

8 To present evidence at Court as a witness when required.

9. Make informed technical and operational decisions relating to the execution of legislation and regulations whilst maintaining a balance between community education and enforcement, with an emphasis on the visual presentation of the LGA and improve accessibility to parking.

10 Compliance to the Standard Operating Procedures, and all other procedures and Council policies that are in place to ensure a consistent and lawful approach to enforcement and customers/residents/visitors are treated with respect and dignity and that Council is seen as a compassionate, just and equitable regulating body.

11. Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness and providing feedback to Supervisors regarding changes in the LGA that affect the operation of the Ranger and Parking Services unit.

12 When necessary, practice conflict resolution and de-escalation methods and procedures when dealing with difficult or potentially aggressive people.

13 Collect and provide statistical information as required.

14 Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this role.

Knowledge

Qualifications (Level)

- Ability and willingness to adapt to a dynamic work environment with a flexible and positive approach to change, and to partake in personal learning and development to adapt to that change.
- Excellent customer service skills and an ability to deal with customers at all levels in a tactful and courteous manner, including the ability to de-escalate conflict and display and maintain empathy.
- Thorough knowledge of relevant legislation including the Local Government Act 1993, Public Spaces Unattended Property ACT 2021, Protection of Environment Operations Act 1997, Companion Animals Act 1998, Road Rules 2014, Road Transport (General) Regulation 2013.
- Proven Communication skills both written and verbal including problem solving and decision making skills.
- General level of computer literacy with the ability to effectively use Microsoft applications including Word, Excel and Outlook, Pathway and Duncan PDA's (or applicable software)
- Ability to demonstrate initiative and work with limited direction and supervision.
- Demonstrated ability to work collaboratively as part of a team.
- Current driver's licence.
- Satisfactory Criminal History Check

Preferred Experience

- Applied experience in a regulatory/enforcement role.
- Demonstrated skills and experience in excellent customer service and dealing with difficult or aggressive customers.

Acknowledgement:

I, ... acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date: .....

Manager's Signature..... Date: .....