

POSITION DESCRIPTION

Parking Patrol Officer
(numerous positions)

Directorate:	City Economy and Growth	Department:	Community Standards
Position Grade:	9	Reports to:	Coordinator Regulatory Services
Last review:	May 2017	Next review:	May 2018
		Version No.:	4.0

Position purpose:

Provide enforcement of parking and related Regulations through effective patrolling and surveillance of public streets and Council controlled car parks. Enforce other legislation as outlined in the Parking Patrol Officer Delegation of Authority.

Key accountabilities/responsibilities:

Responsible for:

- 1) Monitor, patrol and enforce all on-street parking and Council's car parking areas and educate the Liverpool community on parking issues and safe parking, this includes parking meter enforcement.
- 2) Detect and report the following: abandoned motor vehicles, other abandoned articles, and irregularities in signposting, including vandalised signs and accurately complete the Customer Request system or refer as appropriate.
- 3) Liaise with other authorities, external and internal of Council (ie. Police, WorkCover, other Council Units, etc.)
- 4) Monitor and report on Council parks and reserves and other assets in relation to breaches; ie, consumption of alcohol, vandalism, littering other pollution incidents and spills to Manager or Team Leader – Enforcement and Parking Unit. Undertake and assist with other patrols within the Local Government Area such as Heavy Vehicle enforcement, Mobility Parking breaches, Companion Animal issues and other surveillance programs and operations which may occur from time to time.
- 5) Undertake outdoor duties during inclement weather (ie; parking patrols) whilst adhering to the provision of the Workplace Health & Safety Act, including compliance with procedural and personal safety instructions, dress code and conduct regulations.
- 6) Answer inquiries regarding the issuing of Parking and other Infringement Notices and prepare/present evidence at Court as well as assist in the provision of intelligence to team members.
- 7) Perform 'Overtime' duties as directed by the General Manager, Director, Manager or Team Leader. After hours call-out remuneration will be paid in accordance with the Award.

Decisions made in the position:

- 1) Position granted delegation of authority by General Manager.

Decisions referred:

- 1) Legal or professional advice.
- 2) Sensitive matters from the public to be brought to the Manager's attention.

POSITION DESCRIPTION

Parking Patrol Officer
(numerous positions)

Key issues/challenges:

- 1) Decide what action and processes to follow in accordance with Council's operating procedures and legislative requirements.
- 2) Prioritise own work activities in accordance with Council's business objectives and keep abreast of policy and legislation changes.
- 3) Legal proceedings in relation to enforcement matters are referred to Team Leader for approval.
- 4) Decisions that impact upon Council financially or politically are referred to the Manager.
- 5) Meeting the objectives of Council's Management Plan.

Key working relationships:

- External and internal customers
- Team Leaders, Coordinators, Managers, Director

POSITION DESCRIPTION

Parking Patrol Officer
(numerous positions)

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Current Class C Driver's Licence
- Appropriate tertiary qualifications

Experience

- Ability to communicate effectively with people from different cultures
- Ability to resolve conflict in efficient and mediation manner
- Understanding of EEO principles
- Work effectively in a team environment
- Demonstrated literacy and numeracy skills
- Understanding in regulatory functions and compliance functions within Local Government or equivalent field
- Demonstrated investigation and interview techniques
- Experience in preparing evidence and reports on legal matters
- Experience interpreting legislation

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Demonstrated ability to acquire working knowledge of the following Acts and Regulations - Road Transport (General) Act 2005, Criminal Procedure Act 1986, Road Rules 2008, POEO Act 1997, Local Government Act 1993, Impounding Act 1993, Companion Animals Act 1998, and all associated regulations made under the above Acts.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Completion of an accredited Parking Officers training course or any other relevant field
- Ability to complete tasks in a timely and efficient manner
- Understanding purpose of and ability to interpret legislation
- Computer literate
- Ability to make judgements and decisions with minimal supervision
- Conflict resolution and negotiation skills
- Demonstrated ability to comply with procedures and policies
- Ability to work autonomously
- Animal Handling skills

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous