



## POSITION DESCRIPTION

POSITION DETAILS			
<b>Position Title:</b>	Ranger Services Assistant		
<b>Position Number:</b>	4303	<b>Standard Position Hours:</b>	35 Hours
<b>Directorate:</b>	Planning and Environment	<b>Unit:</b>	Compliance Services
<b>Salary Grade:</b>	5	<b>Award Band and Level:</b>	Band 2 Level 2
<b>Position Reports to:</b>	Team Leader Ranger Services		
<b>Staff Management:</b>	Nil		
<b>Budget Responsibility:</b>	Nil		
<b>Date Created:</b>	16 January 2023	<b>Date Last Reviewed:</b>	<a href="#">Click here to enter a date.</a>
<b>Version:</b>	1	<b>Document Number:</b>	DOC2023/009217
<b>Required Pre-Employment Checks:</b>	Criminal History Check		

### ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 400 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 4 Directorates;

- The General Managers Unit
- Planning and Environment
- Corporate and Community Services
- Works and Infrastructure

### ORGANISATIONAL CONTEXT OF POSITION

The Planning and Environment directorate manages services associated with the following functions within Cessnock City Council;

- Development Services
- Compliance Services
- Business Support and Customer Relations
- Strategic Planning
- Economic Development and Tourism

The Compliance Services unit is primary responsible for the compliance and education of Councils Building Services, Environmental Health, Ranger, Development Compliance and Regional Illegal Dumping functions within the community.

### WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

## PRIMARY OBJECTIVE

The primary objective of this position is to provide efficient, effective, professional and responsive administrative assistance to the Ranger Services Team and Compliance Services Unit.

The position will focus on the needs of the community, customers and staff, and will ensure best practice in the provision and application of services.

## KEY ACCOUNTABILITIES

1. Provide a high level of administrative support to the Compliance Services Manager, Ranger Team Leader and Ranger team to enable specialist staff to prioritise field work and matters requiring high level technical experience.
2. Provide a first point of contact for the Ranger Services team by qualifying and prioritising incoming customer requests and escalating to the appropriate officers for advice or investigation as required.
3. Provide a professional level of customer service conveying clear and accurate information to the customer.
4. Investigate, create and respond to enquiries and requests using Council's Customer Request Management System (CRM), including allocation of customer requests to Rangers and generation of monthly reports.
5. Maintain the Notices and Orders Register in relation to the issuing of Notices and Orders, including the completion of affidavits ensuring accuracy for legal purposes.
6. Maintain the Division of Local Government's NSW Companion Animal Register including identifications, registrations, ownership changes, general maintenance; and organise refunds of registration monies where appropriate. Provide data on dog attacks, update dangerous, restricted and menacing dog information.
7. Prepare the Division of Local Government's NSW Companion Animal Register Survey of Council Seizures of Companion Animals.
8. Generate the Companion Animal Registration mailout letters, final reminders, notices and statistical reports.
9. Investigate and research information in relation to ownership, property details, companion animal matters, infringement information and reports.
10. Assist in matters relating to compliance and enforcement action conducted by professional staff including the follow-up of outstanding documentation, research, collating of evidence, recording of interviews, preparation of notices and orders and legal briefs.
11. Maintain an extremely high level of confidentiality whilst performing Roads and Maritime Services (RMS) Drives Access (Registration checks) as per the signed agreement for vehicle offences.
12. Maintain an accurate log of access to the RMS site for auditing purposes and complying with identified outcomes from audits.
13. Assist in the development and delivery of educational campaigns and awareness programs relevant to the services and functions of the Ranger Services Team.
14. Proactively identify, develop and implement process improvements and business practices in consultation with professional staff, acting as liaison between other teams within the department and the organisation.
15. Proactively manage workload to meet individual and team operational performance standards.
16. Ensure Council records are managed in accordance with Council's policies, protocols and procedures, GIPA requirements, federal copyright laws and associated legal principles.
17. Provide support as required for Compliance Services teams.
18. Any other accountabilities or duties as directed which are within the employee's skills competence and training.

## POSITION SELECTION CRITERIA

### Essential

1. Certificate IV in Business Administration, Customer Relations, Local Government (Regulatory Services), Legal Services or other relevant equivalent qualifications; and demonstrated experience relevant to the role.
2. Minimum 2 years demonstrated experience in a government, legal or community services role.
3. Demonstrated customer service experience with the ability to ask pertinent questions and listen carefully to promptly establish the nature of an enquiry and formulate an appropriate response
4. Demonstrated analytical, research and problem-solving skills with the ability to negotiate and liaise with key stakeholders.
5. Demonstrated highly developed time management and organisational skills and the proven ability to prioritise workload, complete project assignments and meet deadlines.
6. Demonstrated extensive experience in the use of Microsoft suite and smart technology applications relevant to the position including data management systems and computer based Geographic Information Systems
7. Demonstrated highly developed written and verbal communication skills with the proven ability to communicate with a wide range of stakeholders at all levels of the organisation and general public.
8. Demonstrated ability to work cooperatively with teams and individuals across a range of services to deliver successful outcomes.

### Highly Desirable

1. Knowledge of legislation related to Local Government's regulatory role including the *Local Government Act 1993*, *Companion Animals Act 1998*, *the Roads Act 1993*, *Road Rules 2014*, *Public Spaces (Unattended Property) Act*, and *the Protection of the Environment Operations Act 1997*

## SIGNATURE

### Employee

Full Name:

Signature:

Date: