

## Position Description

<b>Position Title:</b>	Parking Operations Casual
<b>Directorate:</b>	Infrastructure & Property
<b>Service Unit:</b>	Assets & Projects
<b>Salary Point:</b>	7
<b>Position Reports To:</b>	Senior Parking Officer/Senior Parking Technician
<b>Staff Management:</b>	Responsible for own work only
<b>Budget Responsibility:</b>	Nil
<b>Date PD Reviewed:</b>	June 19

### Organisation Context of Position

City of Newcastle employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, City of Newcastle has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the Infrastructure & Property Directorate is to:

- Ensure whole of life planning and maintenance of CN's built, physical and natural assets including infrastructure, traffic management, plant and fleet assets.
- Managing delivery of civil works and environmental projects across the LGA.
- Provide contract management services to CN, including the management of relevant works and services delivered by external providers, as well as leasing & property management.
- Provide services that improve presentation of the city, including city greening, graffiti removal and street cleaning.

The Service Elements that form the Infrastructure & Property Directorate are:

- Depot Operations
- Assets & Projects
- Civil Construction & Maintenance
- Property & Facilities

### Workplace Health & Safety

<b>WHS RAA Level</b>	6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

## Position Responsibilities

### General

- Act as City ambassadors by delivering a customer focused parking management and information service which focuses on safety, accessibility and amenity. Provide customers and visitors with information on how to use the parking equipment, facilities that are available, civic information, directions and assistance as required.
- Preparedness to work in a team environment which may include early morning, evening and weekend shifts. Work independently with minimal supervision.
- Liaise between both internal and external customers to achieve sound outcomes for Council and the community.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

### Parking Officer

- Monitor parking in accordance with the NSW Road Rules and associated Acts and Regulations and issue parking penalty notices for offences applicable to the level of authority and delegation. Prepare and present evidence in Court as required. Report irregularities in signs and markings, parking meter faults and vandalism.
- Participate in proactive regulatory programs in accordance with local government legislation and Council's policies and procedures.
- Keep abreast of legislative and policy changes.
- Respond to complaints in a timely manner and apply sound knowledge and customer negotiation skills to regulatory issues.
- Maintain awareness of the Local Government Act 1993, Road Rules 2014 and Roads Act 1993.
- Report breaches of the Companion Animals Act 1998, Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act 1979.

### Parking Technician

- Carry out basic maintenance tasks to ensure that Council's on-street parking meters and the Mall Car Park are operational. Ensure that both the on-street parking meters and the Mall Car Park are presented in a clean and tidy manner.
- To respond to maintenance and operational tasks in a timely manner.
- Maintain accurate records of all parking meter faults and service records in the Parking Enterprise Management System.

## Position Selection Criteria

### Essential

1. Knowledge of the Road Rules 2014 and the Local Government Act 1993.
2. Excellent customer service skills, public contact experience and the ability to promote Council's image.
3. Sound problem solving skills with the ability to competently address technical issues including an ability to apply sound mediation, conflict and negotiation skills.
4. Ability to work in a multi-disciplinary team environment with a customer service focus.
5. Sound written and oral communication skills including sound computer literacy.
6. Ability to manage work priorities efficiently and to work independently with a minimum of supervision.

### Desirable

1. An understanding of the local government regulatory operations with knowledge of the Road Rules 2014 and Local Government Act 1993.
2. Basic knowledge of electronics and electronic componentry
3. Current Driver's Licence
4. Working knowledge of Microsoft Office products.
5. Understanding of portable 2 way radio etiquette