

## Position Description

<b>Position title:</b>	<b>Parking Officer</b>
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Transport and Compliance
<b>Reports to:</b>	Senior Parking Officer
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	SP7
<b>Work location:</b>	City Administration Centre, 12 Stewart Avenue, Newcastle West
<b>Date revised:</b>	October 2020

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Transport and Compliance?

The Transport and Compliance Service Unit primary focus is to deliver and manage the outwardly facing services of Transport Strategy, Transport Operations and Compliance for the City of Newcastle.

We are a diverse team of staff that are moving towards a proactive service delivery model whilst maintaining our responsiveness to customer requests, enabling an enhanced focus on education and customer experience in the areas of Parking Operations, Rangers Services, Traffic Services and Transport Strategy.

### What's the focus of this position?

The primary focus of this position is to 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.

Maintaining a customer-centric focus, this position will act as a city ambassador by delivering a customer focused parking management and information service which focuses on safety, accessibility and amenity.

**What you'll be doing:**

- Provide customers and visitors with information on how to use the parking equipment, facilities that are available, civic information, directions and assistance as required.
- Prepare and present evidence in Court as required. Report irregularities in signs and markings, parking meter faults and vandalism.
- Liaise between both internal and external customers to achieve sound outcomes for Council and the community.
- Keep abreast of legislative and policy changes by proactively participating in regulatory programs in accordance with local government legislation and CN's policies and procedures.
- Role model the corporate values and remain courteous, polite and respectful at all times.
- Respond to a diverse range of customer enquiries and complaints in a timely manner and apply sound customer negotiation skills to regulatory issues.
- Provide assistance when and as required by the Senior Parking Officer or Coordinator Parking Operations to other operational areas within the Regulatory Services Business Unit.
- Report breaches of the Companion Animals Act 1998, Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act 1979.
- Work independently with minimal supervision.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

**The essentials you'll need:**

- Sound knowledge of the NSW Road Rules and associated legislation.
- Excellent customer service skills, public contact experience and the ability to promote Council's image in the community.
- Sound analytical and problem-solving skills with the ability to competently address technical issues including an ability to apply sound mediation, conflict and negotiation skills.
- Ability to work in a multi-disciplinary team environment with a customer service focus.
- Sound written and oral communication skills including sound computer literacy.
- Ability to manage work priorities efficiently and to work independently with a minimum of supervision.
- Current Class 'C' Driver's Licence.
- Preparedness to work in a team environment on a rotating 7 day roster which includes early morning and evening patrols of the City. (Note: Prior roster arrangements negotiated with existing employees not on a rotating 7 day roster will be honoured if requested.)

**Other valuable skills you may have:**

- Completion of Certificate IV in Local Government Regulatory Services or equivalent qualification in a law enforcement field.
- Knowledge of the provisions of the Roads Act 1993, Local Government Act 1993 and Road Rules legislation and associated Acts, Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act 1979, Companion Animals Act 1998 and Impounding Act 1993.
- An understanding of the local government regulatory operations.



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### We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	