

# Parking Enforcement Officer

<b>Reports to</b>	Team Leader Local Laws	<b>Direct Reports</b>	Nil
<b>Classification</b>	Band 4		
<b>Position number</b>	443030 and 443031		

## What will you do?

### Service Delivery

- The Parking Enforcement Officer will monitor and enforce compliance with parking regulations across the municipality. The Officer will also provide support to the School Crossing Program.
- Provide clear and concise advice/guidance to all stakeholders in relation to the relevant Acts.
- Provide operational support to the Senior Local Law & Team Leader Local Laws maintaining the objectives and service priorities of the unit.

### People

- Work within a team to meet service unit goals and objectives.
- Ensure that outstanding customer service is delivered and all tasks are completed in an accurate, efficient and responsive manner in accordance with relevant legislation.

## Who are you?

- Relevant experience in interpreting and enforcing relevant legislation/industry standards including relevant policies, procedures and directives.
- A problem solver with excellent/sound analytical skills and the ability to think strategically and develop innovative solutions.
- Resilient with a high level of emotional intelligence.
- Excellent/sound written and communication skills and a demonstrated ability to prepare clear, concise and timely correspondence and other documentation with a high level of attention to detail.
- Excellent interpersonal skills to effectively and appropriately respond to challenging situations with the ability to successfully negotiate and achieve successful outcomes.
- Ability to work outside of normal hours on a rostered basis and as required.
- Holds a driver's licence valid in Victoria.
- Valid Working with Children Check

## What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step-up in times of need.

# Parking Enforcement Officer

## What are your key responsibilities?

<b>Parking Enforcement</b>	<ul style="list-style-type: none"> <li>• Monitor car parking spaces and places across the municipality to comply with Parking regulations.</li> <li>• Issue Infringement Notices as appropriate.</li> <li>• Operate the handheld electronic devices to issue infringements.</li> <li>• Provide advice in relation to appeals.</li> <li>• Administer established data and record keeping systems.</li> <li>• Maintain knowledge and understanding of Acts, Regulations and Local Laws relevant to the functions.</li> </ul>
<b>Administrative Services</b>	<ul style="list-style-type: none"> <li>• Contribute to the administration and operational demands of the City Compliance Team.</li> <li>• Provide advice that is appropriate to the role and function of the City Compliance Team.</li> <li>• Undertake relief School Crossing supervision duties when required</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Contribute to priorities of the City Compliance Unit.</li> <li>• Demonstrate emotional intelligence when undertaking any interaction.</li> <li>• Demonstrate resilience when managing self in response to physical, verbal aggression or threatening behaviour.</li> <li>• Contribute to the wellbeing of the team.</li> <li>• Demonstrate leadership to ensure effective and efficient delivery of service</li> </ul>

## What are the key requirements?

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Accountable for enforcing parking regulations within the established procedures, processes and guidelines.</li> <li>• Responsible for the provision of basic advice to the community to ensure they comply with relevant legislation and regulations.</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Ability to make decisions in line with standard operating procedures and accepted practice.</li> <li>• Within the scope of the role, exercise personal judgment to make decisions about the application of prescribed rules and procedures as set out in the Road Safety Act, Road Safety Road Rules and Regulations, Local Laws and other relevant legislation.</li> <li>• Resolve basic problems by applying standard procedures and applying technical knowledge in line with outlined duties.</li> <li>• Escalate more complex issues to the Team Leader Local Laws and/or Coordinator City Compliance within timely manner</li> <li>• Possess problem solving skills.</li> <li>• Guidance and advice is always available within time to make a choice.</li> </ul>

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<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Understanding of and interpretation of basic legislative requirements and an understanding of precedents</li> <li>• Proficient in the interpretation and application of relevant sections of the Road Safety Act, Road Safety Road Rules and Regulations, Local Government Act, Local Laws and other legislation.</li> <li>• Ability to compile standard accurate and timely reports.</li> <li>• Competent in the use of computer software including MS Office applications, Pinforce.</li> <li>• Understanding of the concepts and strategies of less complex conflict resolution.</li> </ul>
<b>Management skills</b>	<ul style="list-style-type: none"> <li>• Ability to set priorities to achieve outcomes with broad parameters to achieve organisational goals.</li> <li>• Self-motivation and ability to work independently with minimal supervision.</li> <li>• Demonstrated ability to manage own time and complete tasks within tight timeframes and the flexibility to respond to changing priorities.</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>• Ability to provide quality customer service and deal with difficult customers.</li> <li>• Ability to liaise and gain cooperation from all sectors including staff and the community to achieve effective outcomes.</li> <li>• Ability to self-motivate, work with a minimum of supervision and to be an effective team member.</li> <li>• Manage all matters effectively to ensure that evidence, statements and documentation are maintained at a standard suitable for external review, including at Court.</li> <li>• Well-developed communication skills.</li> <li>• Respond professionally to all enquiries with understanding, showing sensitivity to the needs of people from different economic, social and cultural backgrounds.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Experience in working in a regulatory environment.</li> <li>• Experience in the issuing of infringements via an electronic device.</li> <li>• Experience in the use of corporate applications, TRIM, CI Proclaim.</li> <li>• Holds a driver's licence valid in Victoria.</li> <li>• Valid Working with Children Check.</li> </ul>