



Position Description

Role:	Parking Patrol Officer
Department/Section:	Environment and Planning/Compliance
Reports to:	Team Leader Rangers
Responsible for:	Nil

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

MAIN PURPOSE

To provide the community with high quality, accurate and professional customer service as well as enforcement of Road Rules 2014 and other parking regulations in NSW as per Council and community expectations.

KEY RESPONSIBILITIES

- To enforce state legislation, Council policies and by laws and other regulations by providing advice, issuing warnings and fines and attend Court proceedings when needed
- To carry out patrols and enforce compliance of on street parking legislation including school safety zones, residential zones and all timed and meter parking areas within Mosman Council
- To investigate and act upon customer requests relating to parking or other matters or as directed by Team Leader or Manager Compliance
- To provide assistance to Police, Council staff or other authorities in the enforcement of laws and legislation relating to parking matters
- To make sound decisions and enforce Council policies, by-laws and regulations by issuing of warnings, notices and fines
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required

WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the WHS Act)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Completed SEINS training to issue infringements or ability to complete on start
- Demonstrated experience in parking or relevant enforcement field and an understanding of The Local Government Act, NSW Road Rules, Road Transport General Regulations Act and other relevant parking legislations.
- Excellent communication skills with high level of conflict resolution and problem solving skills and demonstrated experience in quality customer service with understanding of community needs and expectations.
- Proven ability to understand and carry out tasks with minimum supervision, use initiatives and team inputs while working in a multi-disciplinary team environment
- Computer proficiency and a good working knowledge of Windows applications and ability to record and maintain thorough, accurate information in accordance with Council's procedures and protocols and compile reports and legal evidence.
- Ability to work in a flexible 7-Day shift rotational roster including weekends and public holidays
- The ability to interpret and apply legislation and Council's policies
- A current Class C Driver's Licence
- National Police Check undertaken through Council
- A current Traffic Controller (formerly Blue Card) certificate or willingness to obtain

Desirable:

- Demonstrated experience with parking enforcement technology
- Current First Aid Certificate
- A current White Card
- Valid COVID-19 Vaccination Certificate

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2023*.

Hours:	114 hours over a 3 week period across a 7 day spread of hours on a rotating roster
Status:	Full-time
Qualifications:	SEINS Parking Training
Experience:	Demonstrated experience in parking or relevant enforcement field with strong communication skills and customer service background
Commencing Salary / Range:	Group D (Ranger) Council Salary System plus Superannuation Band 1, Level 4 to Band 2, Level 1
Position Approved By:	Director Environment and Planning
Approved Date:	March 2024

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature Date.....