

Moreland City Council

## POSITION DESCRIPTION



|                        |   |
|------------------------|---|
| <b>POSITION TITLE:</b> | Parking & Road Safety Officer                   |
| <b>POSITION NO:</b>    |   |
| <b>CLASSIFICATION:</b> | 4   |
| <b>AWARD / LWAA:</b>   | Moreland City Council Enterprise Agreement 2015 |
| <b>DEPARTMENT:</b>     | City Infrastructure                             |
| <b>BRANCH:</b>         | Amenity and Compliance                          |
| <b>WORK UNIT:</b>      | Parking Operations                              |
| <b>REPORTS TO:</b>     | Team Leader Parking                             |
| <b>SUPERVISES:</b>     | Nil   |
| <b>PREPARED BY:</b>    | Unit Manager Amenity and Compliance             |
| <b>APPROVED BY:</b>    | Director City Infrastructure                    |

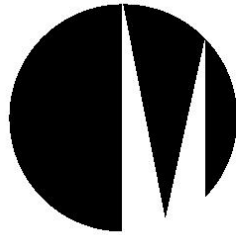
Moreland's Values are mine!

DATE CREATED: 1 Oct 2009

DATE MODIFIED: 6 May 2016

DATE APPROVED:

DATE PRINTED:



## Moreland City Council






*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

### 1. POSITION OBJECTIVES:

To contribute to the safety and amenity of the municipality through the provision of information, assistance and advice to the community, and the enforcement of Acts, Local Laws and Regulations.

As this is a high profile position in the community, the duties must be carried out with sensitivity to being an ambassador of Council.

Carry out duties with a multi-disciplinary approach to service provision.

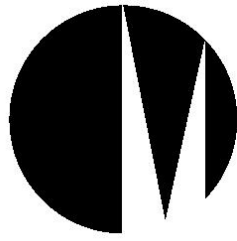
| Value   | Statement   |
|---|---|
|  | We acknowledge our main purpose is to work with our Community and customers   |
|  | I will support and value others   |
|  | I take pride in my work and am responsible for doing it well                  |
|  | I will do what I say  |
|  | We will work within and across the organisation to achieve community outcomes |

DATE CREATED: 1 Oct 2009

DATE MODIFIED: 6 May 2016

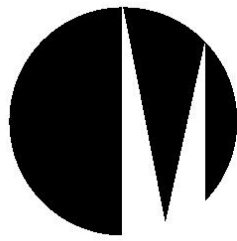
DATE APPROVED:

DATE PRINTED:



## **2. KEY RESPONSIBILITY AREAS:**

- Maintain superior customer service investigating and taking appropriate action to address service requests and provide timely feedback to customers on actions taken.
- Promote the desirability of the city and be able to answer questions from the public by being familiar with key community resources and keeping up to date on community events.
- Inform and educate the community, liaise with key stakeholder groups, on issues relating to road safety and parking.
- Enhance safety in the community by enforcing all Acts, Regulations and Local Laws by conducting patrols and issuing infringements in a fair and just manner to all vehicles found offending the Road Rules, thereby contributing to the budgetary commitment of the Branch.
- Practice the “Moreland Way” by behaving in a professional and ethical manner promoting respect, teamwork and results.
- Utilise a supportive team approach to carrying out other duties of the Branch.
- Keep informed of developments in relevant legislation.
- Supervise school crossings as and when required.
- Report abandoned vehicles, vehicles in contravention of tow away zones and damage to Council assets, including damaged signs, incidents of graffiti etc
- Contribute to the induction of recently appointed staff, including work experience students in the department and assist the Team Leader Parking in providing ongoing training, coaching and support to other team members.
- Prepare reports, correspondence, operating procedures and documentation regarding potential prosecutions, attending Court to give evidence as required.



## Moreland City Council

### **Continuous Improvement**

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.

### **Occupational Health & Safety**

- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.

### **Environmental Sustainability**

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

### **Diversity & Equity**

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

### **Records Management**

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

### **Other duties**

- Required to undertake other duties as directed.

## **3. ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Team Leader Parking

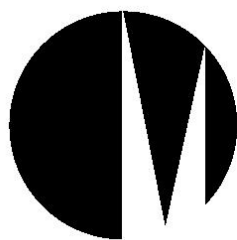
**Supervises:** Nil

**Internal Liaison:** Staff from other departments, including but not limited to:

- Transportation Management
- Parks Unit
- Roads Unit

**External Liaison:** A range of external contacts, including but not limited to:

- Residents & business people
- General public
- Victoria Police
- Vic Roads



## **JOB CHARACTERISTICS RELEVANT TO THE POSITION**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

### **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The work generally falls within specific guidelines, but there is scope to exercise discretion in the application of established standards and procedures. Parking & Road Safety Officers have the authority to:

- Provide advice to the community and outside organisations
- As an Authorised Officer of Council the individual is to act within the limits of delegated authority under the various statutes administered by the department.
- Issue Infringement Notices, Statutory Notices and Notices to Comply as required

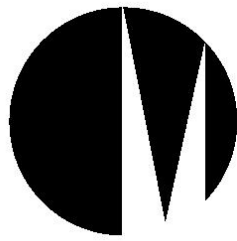
### **5. JUDGEMENT AND DECISION MAKING:**

The objectives of the work are well defined, however Officers may select the particular method or process from a range of available alternatives. Guidance and advice are always available within the time available to make a choice.

- Officers are expected to positively contribute to the Amenity and Compliance Branch and participate in team meetings and decision-making activities.
- Officers are to use of their discretion in decisions relating to the issuing of infringements ensuring the Acts, Regulations and Local Laws are applied in a fair and just manner.

### **6. SPECIALIST KNOWLEDGE AND SKILLS:**

- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the department.
- A working knowledge of Council's Pathway operating system and system modules relevant to the function of the position.
- Proficiency in the use of computers, hand-held electronic devices and other office equipment.



## Moreland City Council

- Proficiency in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking and preparation of reports.
- Ability to understand and perform administrative procedures.
- Ability to properly complete infringement notices through the use of hand-held computer devices.

### **7. MANAGEMENT SKILLS:**

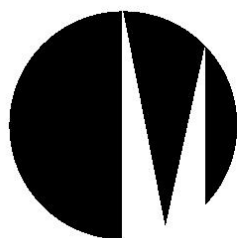
- Knowledge of personnel practices.
- Time management skills, including the ability to plan and organise own workload.
- Well-developed written and communication skills to enable the preparation of routine reports and correspondence.

### **8. INTERPERSONAL SKILLS:**

- Well developed listening skills with the ability to empathise with customers to gain cooperation and assistance in order to achieve branch goals.
- An ability to provide timely customer service and any other advice as required.
- An ability to set and maintain a high standard of output through personal presentation and attention to detail.
- Proficiency in handling stressful situations utilising effective conflict resolution skills
- Well developed advocacy and negotiation skills.
- A high level of professionalism in the discharge of duties

### **9. QUALIFICATIONS AND EXPERIENCE:**

- Significant experience in a high-pressure customer service environment.
- Experience in Justice Administration, Public Administration, Law Enforcement, Customer Service or other related fields.
- Current Driver's Licence.



## 10. PHYSICAL REQUIREMENTS OF THE POSITION

### TASK ANALYSIS

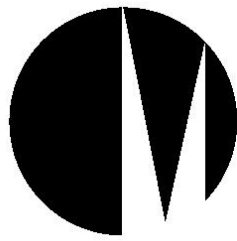
In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity                            | Constant | Frequent | Occasional | N/A |
|---|----------|----------|------------|-----|
| Manual handling weights -above 10kgs          | ( )      | (X)      | ( )        | ( ) |
| -below 10kgs                                  | ( )      | (X)      | ( )        | ( ) |
| Manual handling frequency                     | ( )      | (X)      | ( )        | ( ) |
| Repetitive manual work                        | ( )      | ( )      | (X)        | ( ) |
| Repetitive bending/twisting                   | ( )      | ( )      | (X)        | ( ) |
| Working with arms above head                  | ( )      | ( )      | ( )        | (X) |
| Lifting above shoulder height                 | ( )      | ( )      | ( )        | (X) |
| Using hand tools – vibration/powerful         | ( )      | ( )      | ( )        | (X) |
| Operating precision machinery                 | ( )      | ( )      | ( )        | (X) |
| Close inspection work                         | ( )      | ( )      | ( )        | (X) |
| Wearing hearing protection                    | ( )      | ( )      | ( )        | (X) |
| Wearing eye protection                        | ( )      | ( )      | ( )        | (X) |
| Working in dusty conditions                   | ( )      | ( )      | ( )        | (X) |
| Working in wet/slippery conditions            | ( )      | ( )      | (X)        | ( ) |
| Wearing Gumboots                              | ( )      | ( )      | ( )        | (X) |
| Wearing safety shoes/boots (steel cap)        | ( )      | (X)      | ( )        | ( ) |
| Working with<br>chemicals/solvents/detergents | ( )      | ( )      | ( )        | (X) |
| Washing hands with soap (hygiene)             | ( )      | ( )      | (X)        | ( ) |
| Working at heights                            | ( )      | ( )      | ( )        | (X) |
| Working in confined spaces                    | ( )      | ( )      | ( )        | (X) |
| Working in chillers (+4 degrees C)            | ( )      | ( )      | ( )        | (X) |
| Performing clerical duties                    | ( )      | ( )      | ( )        | (X) |
| Working on a keyboard                         | ( )      | ( )      | ( )        | (X) |
| Driving cars and/or trucks                    | ( )      | ( )      | ( )        | (X) |
| Other (please specify)_____                   | ( )      | ( )      | ( )        | ( ) |

Other special features (e.g. nature of chemicals, travelling requirements, etc):

---

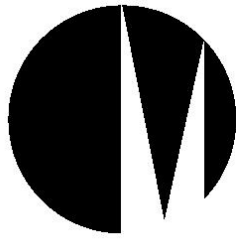
---



Moreland City Council

## **11. KEY SELECTION CRITERIA**

- Excellent customer service skills with an ability to educate and gain the cooperation and assistance from citizens, motorists, business operators and other stakeholders in order to achieve branch goals.
- Well-developed written, verbal, negotiation and other communication skills to enable the preparation of routine reports and correspondence.
- Commitment to Occupational Health & Safety in the workplace.
- Knowledge of the Local Government Act 1989, Road Safety Act 1986, Road Safety (Traffic) Regulations, Road Rules – Victoria, and all other Act, Regulations and Local Laws relevant to the position.
- Proficiency in the use of computers, hand-held computers and other office equipment.
- Proficiency in the application of law enforcement procedures, including interviewing techniques, evidence collection, note-taking and preparation of reports.
- Time management skills, including the ability to plan and organise own workload.
- Current Driver's Licence.



Moreland City Council

**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

..... **Date**     /     /  
**(Staff member's signature)**

..... **Date**     /     /  
**(Supervisor/Manager's signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**