



# Position Description

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| <b>Position Title</b>      | <b>Parking Enforcement Officer</b> |
| <b>Position Number</b>     | Various                            |
| <b>Division</b>            | Planning and Place                 |
| <b>Department</b>          | Compliance and Amenity             |
| <b>Team</b>                | Parking Services                   |
| <b>Position Status</b>     | Full Time                          |
| <b>Classification</b>      | Band 4                             |
| <b>Position Reports to</b> | Parking Enforcement Supervisor     |
| <b>Position Supervises</b> | Nil                                |
| <b>Date Reviewed</b>       | April 2024                         |

## Position Objective

The role of a Parking Enforcement Officer is to educate and provide clear guidance to the community in relation to the Road Safety Act and Regulations, the Local Government Act and other relevant legislation and Council services and polices.

The Parking Enforcement Officer will work to support residents, traders and visitors to the municipality by providing for increased road safety, equitable distribution and access to parking spaces and the protection of community amenity.

The incumbent will exercise personal judgment and a high level of customer service when responding to and investigating complaints received in relation to parking enforcement.

## Key Responsibilities

### 1. Key Functional Responsibilities

- Advise, educate and enforce the Victorian Road Rules, Road Safety Act and Regulations, the Local Government Act, relevant Community Local Laws and other relevant legislation.
- Attend, investigate and resolve parking complaints, providing feedback to the customer.
- Engage as necessary with other Council officers within and across other Council Departments, particularly those with an enforcement function.
- Observe and report defective parking restriction signs, ticket machines, lighting and/or other matters that may impact public safety or detract from Council's reputation.
- Maintain accurate records of infringements, inspections, file notes, photographs and records of interview as required, particularly where matters may require further investigation, appeals or court.
- Attend court and give evidence when necessary in connection with parking enforcement duties.
- Undertake other duties as required within the limits, competence and training.

- Work within the roster requirements of the position and undertake reasonable overtime as required. Availability across a seven-day roster which can include evening, weekend and public holiday shifts.
- Work with Council's technology
- Provide accurate and timely advice and information to residents and other Kingston community stakeholders

## Position Requirements

### 1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- NIL

The incumbent has delegated authority for:

- Administering and enforcing relevant Acts, Regulations, specific parking related Community Local Laws and Council policies at the prescribed level of delegated authority
- Issuing infringement notices and warnings with respect to parking enforcement.
- Representing Kingston in court proceedings.

The incumbent is responsible and accountable for:

- Administering and enforcing parking legislation, regulation and Community Local Laws (as required) in an effective, professional and efficient manner and in accordance with the authorisation and delegated authority and with support, direction and supervision usually available;
- Professionally engage with internal and external clients to achieve required outcomes;
- Meeting agreed priorities and performance standards and adhering to timeframes.
- Providing accurate and timely advice to internal and external customers.
- All other investigations and enforcement duties consistent with the general requirements of the Local Laws team and the position, as directed by the Parking Enforcement Supervisor and Team Leader Parking Services.
- Representing Kingston City Council in a professional manner by communicating with the community in a manner that reflects Kingston City Council values.

### 2. Judgment and Decision Making

The incumbent will:

- Accurately interpret and apply the prescribed rules and procedures as set out in the Road Safety Act, Roads Safety Road Rules and Regulations, Community Local Laws as required, and any other relevant legislation required to be applied in the exercise of discretion.
- Demonstrate the ability to make timely and accurate decisions and provide advice, in accordance with legislation and Council's policies and procedures. Guidance and advice are always available within the time available to make a choice.
- Have awareness of other functions within Council and a focus on 'Customer First' and a focus on 'not walking past anything'. This will guide the incumbent to notify other Departments of Council matters that are relevant to them.

### 3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Proficient in the applications of the relevant sections of the Road Safety Act, Roads Safety Road Rules and Regulations, Community Local Laws as required, and any other relevant legislation required to be applied in the exercise of discretion.
- Use of basic computer-based equipment, such as a portable data entry device.
- Basic skills in Microsoft Office.
- Understanding of the role of the Parking Enforcement Team within Local Government.

- Complete note taking functions when issuing infringements to a standard suitable for external review including at court
- Write standard reports and complete standard forms.

#### 4. Management Skills

The following management skills are required to be utilised:

- The ability to plan and organise daily activities to effectively and efficiently enforce the parking regulations.
- Ability to work independently as well as within a team, manage time and work activities effectively under limited supervision
- Assist other employees by providing advice, guidance and training on routine matters.

#### 5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Demonstrated ability to deliver an excellent standard of customer service.
- Excellent communication skills to gain cooperation and assistance from the public
- Tactfully deal with public complaints and come to a resolution.
- Ability and willingness to work as an effective member of a team
- Ability to show sensitivity and empathy where required.
- Ability to effectively deal with occasionally hostile or aggressive individuals.

#### 6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Post-Secondary qualifications in a law enforcement/justice related discipline or demonstrated parking enforcement experience.
- Experience in the application of relevant legislation.
- The physical ability to undertake the tasks associated with the activities of parking enforcement

### Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

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| <b>Values and Behaviours</b>   | The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are: <ul style="list-style-type: none"> <li>• We make a difference</li> <li>• We show care and respect</li> <li>• We take pride in our work</li> <li>• We are better together</li> </ul> |
| <b>Safe Workplace Actions</b>  | The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.  |
| <b>Policies and Procedures</b> | The responsibilities of this position are completed in line with all council policies related to the position.   |
| <b>Legislative Framework</b>   | The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.  |

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| <p><b>Equal Opportunity and Child Safe Standards</b></p> | <p>The City of Kingston is an equal opportunity and child safe employer.</p> <p>The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQA+ communities, culturally and linguistically diverse persons and persons with a disability.</p> |
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## Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Pre-employment Medical Assessment
- Pre-employment health declaration
- Hold and maintain a Working with Children Check
- Driver's License valid in Victoria

## Inherent Requirements

**Category A** – This role has been assessed as a high risk and / or manual handling role. Please refer to the attached Job Task Analysis (JTA) and Pre-Employment Functional assessment (PEF) for further information about the inherent requirements of the role.

**Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.**

**Applicants should declare any requirements via the Health Declaration form.**

## Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.