

## POSITION DESCRIPTION

|                               |     |  |                        |   |        |
|-------------------------------|-----|--|------------------------|---|--------|
| <b>POSITION TITLE:</b>        |     | Parking Control Officer – Night Crew         |                        |   |        |
| <b>POSITION NO:</b>           |     | 100316                                       | <b>CLASSIFICATION:</b> |   | Band 4 |
| <b>DIVISION:</b>              |     | Corporate Business and Finance               |                        |   |        |
| <b>BRANCH:</b>                |     | Compliance and Parking Services              |                        |   |        |
| <b>UNIT:</b>                  |     | Parking Control                              |                        |   |        |
| <b>REPORTS TO:</b>            |     | Team Leader Parking Control                  |                        |   |        |
| <b>POLICE CHECK REQUIRED:</b> | Yes | <b>WORKING WITH CHILDREN CHECK REQUIRED:</b> | No                     | <b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b> | Yes    |

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

## POSITION OBJECTIVE

### Unit

- To assist in the application of the Road Safety Act and Victorian Road Rules to increase opportunities to obtain suitable parking spaces within the municipality for residents, businesses and the general public and assist with the safe movement of vehicular and pedestrian traffic.
- Provide advice and help to members of the community and general public and act positively to enhance the image of Council and its Parking Control Services.

## ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively serving the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base.

The Parking Control Unit is the operational arm of Parking Services which forms part of Parking System Branch, which contributes directly to the achievement of these organisational goals. As a member of the Unit the incumbent is required to pursue objectives through effective team work within the department and with colleagues in other branches and divisions and carry out all duties in a professional and courteous manner.

## **ORGANISATIONAL RELATIONSHIP**

|                                |   |
|--------------------------------|---|
| <b>Position reports to:</b>    | Team Leader Parking Control   |
| <b>Position supervises</b>     | Nil   |
| <b>Internal Relationships:</b> | Parking Services Administration Staff, Compliance Officers, Depot Maintenance staff, Team Leader Parking Enforcement Coordinator Parking Services |
| <b>External Relationships:</b> | Residents, General Community, Business Proprietors, Police  |

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **Functional Responsibilities**

- Enforce the provisions of the Road Safety Act, the relevant regulations pertaining to that Act and the Local Government Act 1989, in line with Departmental procedures and practices as advised and which may vary from time to time.
- Conduct regular area patrols, on foot or using Council vehicles; according to established work schedules.
- Report details of damaged or non-conforming signs noted during patrols.
- Provide information, comment and through liaison with Team Leader and parking administration staff assist with infringement withdrawal requests and assist in the preparation of written responses to the public concerning such matters as directed.
- Prepare routine inspection reports, statements and evidence in connection with prosecutions and tender evidence in court and take other appropriate action as directed in relation to proceedings instituted for the enforcement of the relevant acts or regulations.
- Report details of any vehicles that may have been abandoned or stolen noted on patrols and of any damage noted to Council property which may pose a physical hazard to the general public.
- Ensure detailed and accurate records relating to enforcement issues are maintained.
- Report on any identified public safety issues and damage to or deterioration of Council assets and infrastructure.
- Appear as an informant/witness for prosecutions instituted by Council where required.
- Assist with traffic control at special events and festivals as required.
- Meet Key Performance Indicators and Service Level Agreement.

### **Legislative**

- Demonstrate the ability to acquire a proficiency in the application of legislation and procedures

### **Customer Service**

- Display tact, courtesy and impartiality in communications with the public.
- Assist motorists and the general public with enquiries relating to the parking of vehicles, including infringement appeal procedures and, where possible, assist with advice regarding facilities, amenities and services provided by Council.
- Assist in the promotion of Council generally and Parking Services in particular by displaying a professional demeanour which is consistent Council's corporate image.

## **General**

- Take all reasonable care for personal health and safety and for the health and safety of others and co-operate with any actions taken to ensure compliance with occupational health and safety requirements.
- Assist with on the job training of new employees as required, within skill level and competence.
- Manage time effectively and ensure work is carried out in accordance with established schedules to achieve position objectives and patrol requirements as defined by the Team Leader Night Crew Parking Control.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

### **Accountability**

- This position is accountable to the Team Leader Night Crew Parking Control for the enforcement of parking regulations and Council policies relation to parking and for the correct completion and return of all notices, infringement notices and investigation reports.
- This position is accountable for the consistent application of relevant acts and regulations and to make enforcement decisions according to defined procedures however the position requires the exercise of discretion on occasions.
- The position is responsible for the proper use of all Council transportation and associated business equipment, uniforms and other Council provided equipment used in day to day operations.
- The position is responsible for assisting the Team Leader Night Crew Parking Control in achieving Unit and Department objectives.

### **Extent of Authority**

- This position is authorised to sign and issue appropriate notices in relation to enforcement and present evidence/act as a witness at Court as resolved by Council.
- The authority to direct traffic movements when required.

### **Safety and Risk**

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

### **Sustainability**

- Embrace the following Sustaining Yarra principles through day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

## **Yarra Values**

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Accountability
  - Respect
  - Courage

## **JUDGEMENT AND DECISION MAKING**

- Ability to make immediate decisions on enforcement issues which may be subject to review.
- Decision making is based on the proficient application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents and previous decisions. The Team Leader Night Crew Parking Control is available to provide guidance in these matters.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- The ability to develop a sound knowledge of parking legislation, associated procedures and guidelines.
- Ability to utilise computerised equipment and follow training in relevant technology used in parking enforcement.

## **MANAGEMENT SKILLS**

- Ability to organise work effectively and efficiently, without close supervision.
- Ability to undertake investigation tasks and to solve problems through discussion and team work.

## **INTERPERSONAL SKILLS**

- Good verbal and written communication skills and the ability to gain the co-operation and understanding of the general public under a wide range of circumstances.
- Maintenance of a neat and presentable appearance consistent with Council's corporate image and the units Code of Conduct.
- Ability to work effectively as a team member and co-operate with Team Leader Night Crew Parking Control and other staff to achieve the unit's goals as per Service Level Agreement.
- A general knowledge of Council's functions, services and the amenities available within the municipality for the purpose of providing advice and assistance to the general public.

## **QUALIFICATIONS AND EXPERIENCE**

- Demonstrated experience working for a local government authority or similar authority.
- Demonstrated experience dealing with difficult situations.
- The ability to work and contribute to a diverse team.

## **KEY SELECTION CRITERIA**

- Demonstrated experience in a regulatory role. (Desirable but not essential)
- Extensive customer service experience.
- Demonstrated ability to write reports and good oral communication skills.
- Demonstrated interpersonal skills to resolve conflict situations successfully.
- Current Victorian driver's license is essential.