

Infringement & Review Officer

Position Description

Directorate	Community and Environmental Services	Department	Customer Response
Reports To	Infringement Management Lead	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 5

Position Purpose

Support the management of end-to-end processes relating to council infringements and reviews on behalf of the Customer Response Department.

Key Responsibilities and Outcomes

Operational

- Review requests for withdrawal of infringements for matters across Environmental Health, Parking Animals and Local Laws in accordance with relevant legislation.
- Provide expert advice on complex issues for all infringement review related matters across the organisation.
- Oversee council's infringement collection process, including reminder notices, payment plans and SPER arrangements.
- Undertake government agency searches and ensure adherence to related contracts and agreements.
- Assist with the administration of council's Body Worn Camera and related evidence management system.
- Review infringement activity and identify opportunities for improvement.
- Support the infringement team and as a subject matter expert, provide advice on complex or escalated matters.
- Assist with the management of any customer service/complaints and court elects referred for action.
- Build on existing relationships with internal and external stakeholders.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a Team Member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

Budget

N/A

Delegations

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Demonstrated and a strong ability to interpret legislation, statutory obligations and requirements.
- Comprehensive knowledge of a range of diverse statutory requirements, including, but not limited to Transport Operations (Road Use Management) Act 1995, State Penalties Enforcement Act 1999, Animal Management (Cats and Dogs) Act 2008 as they relate to the deliverables of the position.
- Well-developed communication and interpersonal skills, including excellent written and presentation skills, and the ability to engage effectively at all levels of the organisation.
- Excellent time management skills with the ability to produce quality outputs under time pressure whilst managing conflicting priorities
- Well-developed skills in data analytics and writing reports.

Qualifications

Diploma in Justice Studies and /or similar disciplines or demonstrated experience in the Local Law/ Local Government or regulatory workplace.

- Current "C" Class Driver's Licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.