

City Parking Lead

Position Description

Directorate	Community and Environmental Services	Department	Customer Response
Reports To	Engagement and Patrols Coordinator	Direct Reports	Yes
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 4

Position Purpose

Lead the delivery of parking enforcement and education programs across the city, in accordance with Council's local laws and State legislation, to address community needs and achieve increased levels of compliance.

Key Responsibilities and Outcomes

As a City Parking Lead you will:

- Lead a team of officers in the delivery of parking enforcement and education programs to achieve positive community outcomes.
- Provide specialist advice in relation to parking compliance activities and legislation and act as a point of contact to support the Department's Infringement Management Process.
- Respond to escalated customer and procedural issues by providing expert advice, exercising judgement and initiative, and providing high quality communications.
- Lead and foster a high-performance team culture through a range of workforce management activities, including the coaching and development of team members.
- Identify parking team training requirements and develop and deliver training materials and programs.
- Develop a range of Departmental documents, including standard operating procedures, reference materials and customer information.
- Provide situational and performance reporting and support the development of operational planning documents.
- Deliver technology enhancements for the team to optimise resource use in alignment with business needs.

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 leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Demonstrated ability to lead a team to enable efficiency, innovation, and high standards of customer service.
- Experience in the application of business technology systems to achieve workplace efficiencies and service enhancements.
- Experience in a regulatory services environment, including interpretation and enforcement of legislation with demonstrated investigation, data analysis and research skills.
- Ability to respond to complex, sensitive and escalated matters in a community focussed environment.
- Well-developed interpersonal and communication skills, both written and verbal, with the ability to work collaboratively with key stakeholders.

Qualifications

- Tertiary qualification in government investigations, regulatory services, law, or another relevant field.
- Current Class C 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.