

POSITION DESCRIPTION

PARKING CONTROL OFFICER

POSITION DETAILS

Position No.	000607	Department	Governance, Recreation & property Services
Employment Status	Ongoing Full time	Location	Civic Centre
Unit	Compliance	Classification	Technical/Inspectorial, Level 2

POSITION OBJECTIVE

This position is responsible for undertaking parking compliance operations in accordance with Council's procedures, parking strategies and parking agreements.

KEY FUNCTIONS AND RESPONSIBILITIES

- Undertake parking patrols in accordance with Council's procedures, parking strategy and parking agreements.
- Issue Traffic Infringement Notices as required.
- Prepare relevant documentation in relation to activities and investigations undertaken as a result of parking patrols.
- Recommend the initiation of statutory enforcement proceedings where appropriate and assist with preparation of required documentation for prosecution proceedings.
- Ensure that all work is undertaken in a safe and appropriate manner in accordance with work health and safety and risk management practices, including the wearing and use of appropriate PPE.
- Perform all duties of an Authorised Officer as delegated and assist the Compliance Unit with investigations and administration as appropriately directed.
- Undertake other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level are responsible for the completion of regularly occurring tasks and work under general supervision.

Judgment and problem solving: Employees use general discretion in undertaking work as part of a team to the specific Council guidelines.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** – This position mostly has contact with other staff members of the Compliance and Customer Service Units.
2. **External** - Members of the public, Tasmania Police.
3. **Direct Reports** - This role reports to the Coordinator Compliance and has no direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- The ability to interpret and apply parking legislation, by-laws and regulations and make sound enforcement decisions.
- Experience in a customer service environment, with proven achievement of high-quality results.
- Demonstrated negotiation skills and the ability to competently deal with difficult situations.
- Sound organisational skills and the ability to work autonomously.
- Competent literacy skills and proficient computer and keyboard skills utilising Microsoft Office products.
- Sound understanding of risk management and safety issues.
- Possession and maintenance of a current driver's licence.

Desirable

- Previous experience in a regulatory or compliance environment.