

PARKING COMPLIANCE OFFICER POSITION DESCRIPTION

Department: Urban Planning & Environment
Unit: Development & Regulatory Services
Section: Regulatory Services
Reports To: Team Leader, Regulatory Services

The Position is also expected to work in collaboration with other staff across the organisation.

Direct Reports: Nil.
Classification: South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement

Special Conditions: General Officer, Level Insert Level 2
 Working outside the core service hours and on weekends on a rostered basis, and during community events, is required.

This position does not require the 'regular' application of skills, knowledge and expertise from a Tertiary Qualification and is not subject to the Progression Classification under the South Australian Municipal Salaried Officers Award.

PURPOSE

The Parking Compliance Officer, Regulatory Services is responsible for ensuring compliance with a wide range of legislative and Council policies relating to parking management and regulatory services generally.

The key outcomes of this position are to ensure that parking is available in a safe, convenient and appropriate manner which supports the primary land use activities across the City. Other outcomes include, assisting where required, the Team Leader, Regulatory Services and the Senior Compliance Officer in meeting the Council's legislative obligations in respect to regulatory services responsibilities while utilising best practice governance and procedural fairness models.

KEY RESPONSIBILITIES

Parking Management

- Undertake enforcement of parking controls throughout the City and in Private Parking Areas in which the Council is authorised to undertake enforcement.
- Identify, whilst on patrol, any signage and line marking (associated with parking controls) that require replacement or upgrading, to ensure that parking controls are readily and easily identifiable and enforceable.
- Undertake Residential Parking Permit property site inspections.
- Undertake Abandoned Vehicle complaint inspections and investigations where required.

Regulatory Services

- Assist where required with the enforcement of the Council's By-Laws and other relevant legislative requirements.
- Assist where required regarding complaints associated with abandoned vehicles.
- Assist where required with complaints regarding illegal dumping of rubbish in public places.
- Assist with property site inspections for Residential Parking Permit applications
- Ensure compliance with the Council's *Display of Business Merchandise and Objects on Council Footpaths Policy and Smoking-Free Policy*.

Animal Management

- Assist where required with impounding and transporting lost or stray dogs as required.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Exceptional customer service skills.
- Excellent written and verbal communication skills.
- Well-developed negotiation and conflict resolution abilities.

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- Ability to work in a performance orientated team environment.
- Ability to develop and document effective and efficient work practices and procedures.
- Effective time management skills.
- Ability to plan, organise and prioritise own work to achieve specific objectives.
- Ability to work in isolated settings, group settings and within a team environment.
- Ability to work in a flexible manner and adapt to a variety of circumstances.
- Be self-motivated and conduct business in an honest and respectful manner maintaining a high level of professionalism at all times.
- Experience in adhering to and implementing work practices and procedures.
- Proficient within the Windows environment, MS Office applications and other business systems.

DESIRABLE CRITERIA

- Working knowledge and understanding of the obligations placed on Local Government in enforcing and achieving legislative compliance regarding parking management, animal management and regulatory services generally.
- Working knowledge of the Local Government Act 1999, Dog and Cat Management Act 1995, Road Traffic Act (SA) 1961, Private Parking Areas Act 1986, Road Traffic (Road Rules - Ancillary & Miscellaneous Provisions) Regulations 1999, Expiation of Offences Act 1996 and Nuisance Litter and Control Act 2016.
- Experience in dealing with Parking Enforcement and Regulatory Services issues.
- Experience in operating devices and software for issuing expiation notices.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance
- Current drivers licence
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

- By accepting this position, you acknowledge and agree to the following:
- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
 - I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
 - I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
 - I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
 - I accept my role in fulfilling the Council's Values and Strategic Goals.
- APPROVED BY:** **READ & AGREED TO BY:**

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
PARKING COMPLIANCE OFFICER
Date _____