



Position Description Parking Enforcement Officer

At the City of Port Phillip we aim to put our community first. Community First is a mindset that we bring to everything we do. It encourages us to look through the eyes of community, work collaboratively across the organisation and with our community, to improve outcomes, value for money and service.

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

Our 'Community First' organisational strategy aims to strengthen our focus on delivering Council's vision:

- Engaged – A well governed city
- Healthy – A healthy, creative & inclusive city
- Resilient – A strong, innovative and adaptive city
- Vibrant – A liveable and connected city

Community First is a whole of organisation approach that sets out how we deliver the Council Plan and Council's key strategic priorities. As part of our commitment to being an organisation that puts the community first, we have agreed to focus on the following priorities:

1. Enterprise Portfolio Management
2. Great Places and Precincts
3. Continuous Improvement
4. Aligned Organisational Culture and Capability
5. Good Governance

POSITION TITLE:	Parking Enforcement Officer
AWARD CLASSIFICATION:	Band 4
DEPARTMENT:	Safety & Amenity
DIVISION:	Infrastructure & Amenity
DATE APPROVED:	June 2017
APPROVED BY	Manager, Safety & Amenity



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Parking Enforcement Officer

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Parking Enforcement Coordinator
SUPERVISES:	N/A
INTERNAL LIAISONS:	Other Council staff
EXTERNAL LIAISONS:	General public, Police and other relevant authorities

POSITION OBJECTIVES

- Exercise personal judgment to respond to a service request within unit service and quality standards.
- Support increased road safety, equitable distribution of parking spaces and protection of community amenity.
- Advise and educate residents, ratepayers, motorists and the public of their responsibilities under relevant Acts and Regulations.
- Enforce provisions of the Road Safety Act & Regulations, the Local Government Act, and other relevant Acts, Regulations and Local Laws.

KEY RESPONSIBILITY AND DUTIES

- Enforce the provisions of the Road Safety Act and Regulations, the Local Government Act, Local Laws and other relevant legislation.
- Attend, investigate and resolve enquiries and complaints promptly & responsively with diplomacy & integrity to provide excellent customer service.
- Liaise as necessary with other Council officers, particularly those with enforcement responsibilities.
- Observe and report defective parking restriction signs, ticket machines, poor lighting and matters which could affect public safety or detract from Council's image.
- Maintain accurate records of infringements and inspections, including file notes and records of interview for all matters investigated.
- Attend court and give evidence when necessary in connection with the carrying out of Parking Enforcement duties.
- Undertake other duties as required within the limits of employee's skills, competence and training.
- Work within the roster requirements of the position and reasonable overtime as required. Also be available for work during major events including Grand Prix and St Kilda Festival.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Effectively and efficiently enforce the Road Safety Act, Road Safety Road Rules and Regulations, Local Laws and other relevant legislation.
- On request, provide accurate and timely advice in regard to all statutory responsibilities for which the position is responsible.



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- Discharge, with integrity, duties under the Acts and Regulations.
- Enforce provisions under the relevant Acts and Regulations.

JUDGMENT AND DECISION MAKING

- Make decisions about the application of prescribed rules and procedures as set out in the Road Safety Act, Road Safety Road Rules and Regulations, Local Laws and other relevant legislation.
- Guidance and advice is readily available within the time required to make a decision.

SPECIALIST SKILLS AND KNOWLEDGE

- Proficient in the applications of the relevant sections of the Road Safety Act, Road Safety Road Rules and Regulations, Local Government Act, Local Laws and other legislation.
- Use simple screen based computer equipment, such as portable data entry devices.
- Basic skills in Microsoft Office
- Apply a broad understanding of the roles of other units within the Council with an enforcement function.

MANAGEMENT SKILLS

- Plan and organise daily activities to effectively and efficiently enforce the parking regulations.
- Manage time and work activities effectively under limited supervision.
- Assist other employees by providing advice, guidance & training on routine matters.

OCCUPATIONAL HEALTH & SAFETY

- Understand and comply with, the Council OH&S Policy, procedures and legislative requirements relevant to the position.
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses.
- Communicate with employee health and safety representatives and supervisors about OH&S matters.
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures.
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace.
- Perform work in a safe and appropriate manner at all times.

INTERPERSONAL SKILLS



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- Excellent communication skills to gain cooperation and assistance from the public.
- Tactfully deal with public complaints.
- Ability and willingness to work as an effective member of a team.
- Complete note-taking function when issuing infringements to a standard suitable for external review including at Court.
- Write standard reports and complete standard forms.

QUALIFICATIONS AND EXPERIENCE

- Current Victorian Drivers Licence
- The physical ability to undertake the tasks associated with the activities of Parking Enforcement.
- High school diploma with relevant workplace experience and qualifications.

KEY SELECTION CRITERIA

- Excellent communication skills including the ability to understand and tactfully deal with members of the public in difficult and challenging situations
- Excellent customer service skills and understanding of the principles of customer service
- Knowledge of relevant legislation such as the Road Safety Act, Road Safety Road Rules, the Local Government Act and Local Laws preferable.
- Ability to make decisions about the application of prescribed rules and procedures (such as the Road Safety Act, Road Safety Road Rules, Local Laws and other relevant legislation).
- Exercise personal judgement within agreed standards to effectively respond to customer requests.
- Work within the roster requirements of the position, hours may range from 6am to 12midnight, 7 days a week.
- Basic computer skills