



Position Details

Position title:	Parking Enforcement Officer
Award Classification:	Band 4
Department:	Safety & Amenity
Division:	Infrastructure & Amenity
Date Approved:	October 2024
Approved By:	Manager Safety & Amenity

Organisational Relationships:

Reports To:	Coordinator Parking Enforcement
Supervises:	N/A
Internal Stakeholders:	City of Port Phillip staff
External Stakeholders:	General public, Victoria Police and other relevant authorities

Position Objectives

- Provide efficient and effective parking enforcement throughout the City of Port Phillip.
- Take a pro-active approach to enforcing *Road Safety Road Rules 2009* addressing public safety issues 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 Road Rules 2009*, the Local Government Act 2020, and other relevant Acts, Regulations and Local Laws.
- Provide ongoing enforcement of parking restrictions to improve parking opportunities for motorists.



Key Responsibilities and Duties

- Enforce the provisions of the Road Safety Act 1986 and Regulations, the Local Government Act 2020, Local Laws and other relevant legislation.
- Attend, investigate and resolve enquiries and complaints promptly & responsively with diplomacy & integrity.
- Liaise as necessary with other Council officers, particularly those holding enforcement responsibilities.
- Observe and report defective parking restriction signs, ticket machines, poor lighting and matters which could affect public safety and effective performance of the role.
- 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 Road Rules 2009*, *Local Government Act 2020*, 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.
- Discharge, with integrity, duties under the Acts and Regulations.
- Enforce provisions under the relevant Acts and Regulations.
- Represent Council in open Court.
- Effective time management to achieve all tasks in designated area within the prescribed timeframes.
- Issuing of infringement notices with a high level of accuracy and in accordance with relevant legislation.

Judgement and Decision Making

- Exercise appropriate discretion when making decisions on *Road Safety Roads Rules 2009*, Local Laws and other relevant legislation.
- Guidance and advice is readily available within the time required to make a decision.
- Flexibility in dealing with unexpected problems and changes.



- Ability to liaise with customers and others in order to achieve high standards of customer service

Specialist Skills and Knowledge

- Sound knowledge of the *Road Safety Act 1986*, *Local Government Act 2020*, Local Laws and other legislation.
- Computer skills for the issuing of infringements by hand held technology.
- Basic skills in Microsoft Windows and Outlook personal computer applications.
- Apply a broad understanding of the roles of other units within the Council with an enforcement function.
- Outstanding customer service skills and conflict resolution skills

Management Skills

- Plan and organise daily activities to effectively enforce the Traffic Regulations.
- Work under limited supervision.
- Assist other employees by providing advice, guidance and training on routine matters.

Interpersonal Skills

- Well-developed negotiation and conflict management skills.
- Excellent customer service and public relation skills
- Tactfully deal with public complaints.
- Have a positive and committed work ethic.
- Ability and willingness to work as an effective member of a team.

Qualifications and Experience

- Demonstrated experience in a local government or relevant law enforcement background.
- Complete note-taking function when issuing infringements to a standard suitable for external review.
- Write standard reports and complete standard forms.



Mandatory Requirements

- Current Victorian Driver Licence and Vic Roads Verification
- Pre-employment medical check and Functional Capability Evaluation

Child-Safe Standards

Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).
- Be required to undertake a pre-employment medical check (at the cost of the council)



Key Selection Criteria

- Excellent communication and negotiation skills including the ability to understand and tactfully deal with complaints
- Experience in an enforcement field
- Well-developed customer service and conflict resolution skills
- Demonstrated ability to work in a team environment and positively contribute to the team.
- Demonstrated knowledge of the *Road Safety Rules 2017*, Local Laws and other relevant legislation.
- Demonstrated knowledge of OH&S guidelines and risk minimisation strategies
- Sound knowledge of Microsoft Office Suite packages with sound computer skills and the ability to write legible and legally defensible reports and forms

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, disability, 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.