

Position Description



Job Details

Job Title: Parking Enforcement Officer

Reports to: Team Leader – Community Regulatory Services

Group: City Development and Compliance

Position Number: EP0022, EP0023, EP0024, EP0025, EP0026, EP0027, EP0011

Grade: 2

Date: April 2022

Objective Doc Ref: A2380139

Position Purpose/Job Summary

To achieve Council's vision through community education and the equitable application of Council's policies and statutory obligations, obtaining compliance with parking regulations, littering laws, goods displayed on the footpath, and outdoor dining throughout Fairfield City.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Essential:

- School certificate or equivalent, i.e. confirmation of higher education or secondary education, as a minimal educational standard.
- Ability to electronically write reports or court briefs of evidence that are legible.
- Demonstrated working knowledge of the Australian Road Rules relating to the enforcement of on street parking related offences.
- Demonstrated understanding of relevant sections of the Local Government Act 1993, as amended, to enforce parking regulations in Council's car parks.
- Demonstrated ability to work constructively and actively as a member of a team, to undertake a diverse range of activities.
- Current drivers license, to be able to drive Council vehicles
- The ability to deal with conflict situations while representing Council in a professional manner.
- Clear National Criminal history check and also clear Working with Children Check. (Certificates and WWCC number must be provided for verification)

Desirable:

- Successful completion of appropriate Self Enforcement Infringement Notice Scheme (SEINS)
- Knowledge of the Protection of the Environment Operation Act 1997, and Regulations, as amended, to enable enforcement of litter offences (if required).
- An understanding of the legal system supported by experience in presenting evidence in Court.

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Experience

- High degree of understanding and experience in using computer software systems, word processing, e-mail and internet to assist with written communications.

Skills

- Deal professionally with confrontation and aggressive behaviour, due to the diversity of the position.
- High level of computer and written literacy and numeracy skills, to ensure infringement notices are legible and court briefs are syntax correct.
- Physically fit to perform parking enforcement duties and school zone patrols whilst on foot for extended periods of time on a daily basis.

Key Accountabilities – Position Specific

1. Enforce the on-street and car park parking regulations, by patrolling and enforcing allocated patrol routes and issuing infringement notices where appropriate. To ensure an acceptable turn around of parking spaces in streets and car parks.
2. Accurately and legibly complete infringement notices.
3. Report all damaged or missing signs parking related signage on a daily basis.
4. Answer enquiries regarding the issuing of parking and other infringement notices.
5. Prepare and present evidence in Court, to ensure evidence is presented in a professional manner.
6. Report noncompliance of Council's compliance and regulatory functions within the scope of the position to Team Leader Community Regulatory Service.
7. Report to Team Leader Community Regulatory Services on issues that impact residents and wider community e.g. damaged footpaths observed during foot patrols.
8. Comply with key Performance indicators, as per agreed standards.
9. Actively contribute to Equal Opportunities and Occupational Health and Safety in the workplace
10. For a safe workplace, Council needs everyone to fulfil the responsibilities for their position/level written in WHS-01 Responsibilities, Accountability & Authority (RAA) Matrix. Your skills and Competency Assessment will include a check that you are meeting your responsibilities. If Council's WHS standards are not met, checks will be conducted more regularly

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council

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5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil
No. of Indirect: Nil

Key Relationships

1 Internal

Communicating with	Nature of Communication
Team Leader Community Regulatory Services	Provide regular feedback regarding enquiries raised/complaints, work related issues, risk hazards in the work place/community.
Manager Community Regulatory Services	Provide regular feedback regarding cross department matters. Suggestions regarding traffic changes

Key Relationships

2 External

Communicating with	Nature of Communication
Residents/ratepayers/general public	Provide feedback regarding complaints lodged, to keep the customer informed. Assist the general public with directional advice. Answer enquiries regarding infringement notices.
Business community	As above

Position Dimensions

As per Delegation of Authority.
For what is the job primarily held accountable?

Exercise Council's functions in regard to the enforcement of:

- * on-street parking,
- * car parks,

Represent the Council in proceedings in a Local Court.

Issue of penalty infringement notices in line with the guidelines set down by Revenue NSW.

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Decision making Authority & Accountability

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- Prioritise parking patrols to ensure patrol routes within the CBD and other areas so designated
- Ensure the even flow of traffic turn over by monitoring parking spaces on streets and car parks - Self
- The position has the authority to: -
 - Issue -Penalty Infringement Notices
 - Use discretion in regards to invoking the issue or not issue Penalty Infringement Notices for offences observed or reported.

Problem Solving

- Communications – language barriers – ability to convey information to customers from a Non English Speaking Background (NESB) and for the customers to understand the information.
- Socio economic – low-income families in Local Government Area may experience financial difficulties/hardship in paying penalties imposed by the position, which could result in verbal outbursts.
- Business Community – turnover of traffic in Central Business Districts and Fairfield Council Area
- Interpretation and implementation of legislation/policies

Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

Signature

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date