

Parking Officer

Compliance Services

Parking Services



Position Number LES4318.3

About the role

The purpose of the **Parking Officer** role is to assist in the application of Council's Parking Policy and Parking By-Laws to:

- provide for adequate, safe and accessible public vehicle parking space within the Burnie municipal area; and
- fairly and consistently manage the provision and use of parking space on land owned or managed by the Council in the best interests of the community as a whole.

Council's **Parking Officer** also provides advice and help to members of the community and general public. This key activity demands a high level of interaction with members of the community and information to the public, requiring a good foundation of skills in customer service, public relations, basic computer skills, effective communication and the ability to enhance and promote a positive image of Council and its Parking Services in an environment that can be challenging and demanding.

The position may continue to evolve and the incumbent will be expected to adopt a flexible approach to work requirements and to undertake new or alternative duties as required. This may include new technology usage, new works procedures and service delivery systems. Consultation about the changes will involve the employee and will be supported with training as required.

Role specific accountabilities

- Monitoring of curb-side parking and metered parking in compliance with Team Leader instructions, Council policies and relevant legislation.
- Effective and efficient monitoring of parking facilities is undertaken.
- Quality and accuracy is displayed in recording information issuing infringement notices.
- Information to customers is provided promptly, courteously and accurately.
- Operation of the Booth at the Marine Terrace Car Park which includes duties of:
 - Calculating parking time and charge motorists accordingly
 - Accept payment and give change (as required)
 - Collect ticket and check outgoing time with paid time
 - Opening and closing in accordance with procedures
 - Daily reconciliation of cash and tickets paid for collection by security firm.
- Aggressive or difficult customers are responded to appropriately and/or referred to appropriate officer as required.
- Participate in job rotation when required to ensure adequate support in a back-up capacity.
- Do the right thing for the long term, take time to listen, learn and adapt to meet the needs of our community.

- Identify and recommend opportunities for continuous improvement initiatives within your team and across the organisation.
- Work co-operatively to achieve shared goals, ensuring a high standard of service delivery.
- Actively participate in organisational change and support others to do the same.
- Foster and enhance a constructive and positive working environment.
- Act as a brand ambassador for Council and positively promote Council initiatives and activities.
- Any other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Developing partnerships, policies and practices to ensure Council operates efficiently and effectively to ensure our sustainability for the future.
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork, diversity, inclusion and shared values.
- Contributing to the achievement of Council's overall strategy and operating deliverables including *'Making a Better Burnie 2044'*.
- Taking a customer-centric focus in everything that you do, delivering positive outcomes for the Burnie community for now and future generations.

To be successful

- Sound literacy and numeracy skills.
- Ability to develop a sound knowledge of parking legislation, associated procedures and guidelines. This includes interpretation and adherence to established policies and procedures.
- Proven experience in a customer service role in challenging environments.
- Demonstrated interpersonal skills to resolve conflict situations successfully.
- Ability to utilise computerised equipment and follow training in relevant technology used in parking enforcement.
- Ability to organise work effectively and efficiently, without close supervision, including the ability to work and contribute to a diverse team.
- Willingness to learn through both formal and on-the-job training options.
- Ability to pass a National Police Check if required.

Who you will work with

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| Reports to: | Executive Manager Compliance Services |
| 1-Up Leader: | General Manager |
| Leads: | <ul style="list-style-type: none"> • Nil direct reports |

All employees are expected to assist the organisation in achieving strategic and operational objectives, by working collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

Other important information

- Location:** City Offices
- Employment type:** Casual
- Hours:** As required. Council does not guarantee hours for Casual employees.
- Employment Category:** Enterprise Agreement Individual Contract
- Classification:** Grade 2, Levels 1-5

- Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.
- From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.

Other employment information can be found here:

<https://www.burnie.tas.gov.au/Council/Jobs>