POSITION DESCRIPTION

Parking Patrol Officer
(numerous positions)

Directorate:	Planning and Growth	**Department:**	Community Standards		
Position Grade:	10	**Reports to:**	Coordinator Regulatory Services		
Last review:	February 2025	**Next review:**	February 2027	**Version No.:**	4.0

Position purpose:

Provide enforcement of parking and related Regulations through effective patrolling and surveillance of public streets and Council controlled car parks. Enforce other legislation as outlined in the Parking Patrol Officer Delegation of Authority.

Key accountabilities/responsibilities:

Responsible for:

1) Monitor, patrol and enforce all on-street parking and Council's car parking areas and educate the Liverpool community on parking issues and safe parking, this includes parking meter enforcement.
2) Detect and report the following: abandoned motor vehicles, other abandoned articles, and irregularities in signposting, including vandalised signs and accurately complete the Customer Request system or refer as appropriate.
3) Liaise with other authorities, external and internal of Council (ie. Police, WorkCover, other Council Units, etc.)
4) Monitor and report on Council parks and reserves and other assets in relation to breaches; ie, consumption of alcohol, vandalism, littering other pollution incidents and spills to Manager or Team Leader – Enforcement and Parking Unit. Undertake and assist with other patrols within the Local Government Area such as Heavy Vehicle enforcement, Mobility Parking breaches, Companion Animal issues and other surveillance programs and operations which may occur from time to time.
5) Undertake outdoor duties during inclement weather (ie; parking patrols) whilst adhering to the provision of the Workplace Health & Safety Act, including compliance with procedural and personal safety instructions, dress code and conduct regulations.
6) Answer inquiries regarding the issuing of Parking and other Infringement Notices and prepare/present evidence at Court as well as assist in the provision of intelligence to team members.
7) Perform 'Overtime' duties as directed by the General Manager, Director, Manager or Team Leader. After hours call-out remuneration will be paid in accordance with the Award.

Decisions made in the position:

1) Position granted delegation of authority by General Manager.

Decisions referred:

1) Legal or professional advice.
2) Sensitive matters from the public to be brought to the Manager's attention.

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Key issues/challenges:
1) Decide what action and processes to follow in accordance with Council's operating procedures and legislative requirements. 2) Prioritise own work activities in accordance with Council's business objectives and keep abreast of policy and legislation changes. 3) Legal proceedings in relation to enforcement matters are referred to Team Leader for approval. 4) Decisions that impact upon Council financially or politically are referred to the Manager. 5) Meeting the objectives of Council's Management Plan.
Key working relationships:
• External and internal customers • Team Leaders, Coordinators, Managers, Director

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POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Current Class C Driver's Licence
- Appropriate tertiary qualifications

Experience

- Ability to communicate effectively with people from different cultures
- Ability to resolve conflict in efficient and mediation manner
- Understanding of EEO principles
- Work effectively in a team environment
- Demonstrated literacy and numeracy skills
- Understanding in regulatory functions and compliance functions within Local Government or equivalent field
- Demonstrated investigation and interview techniques
- Experience in preparing evidence and reports on legal matters
- Experience interpreting legislation

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Demonstrated ability to acquire working knowledge of the following Acts and Regulations - Road Transport (General) Act 2005, Criminal Procedure Act 1986, Road Rules 2008, POEO Act 1997, Local Government Act 1993, Impounding Act 1993, Companion Animals Act 1998, and all associated regulations made under the above Acts.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Completion of an accredited Parking Officers training course or any other relevant field
- Ability to complete tasks in a timely and efficient manner
- Understanding purpose of and ability to interpret legislation
- Computer literate
- Ability to make judgements and decisions with minimal supervision
- Conflict resolution and negotiation skills
- Demonstrated ability to comply with procedures and policies
- Ability to work autonomously
- Animal Handling skills

CORPORATE VALUES

This section does NOT need to be addressed in any application for this position.

You will be able to demonstrate the ability to use Liverpool City Council's Corporate Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Liverpool City Council will be underpinned by a commitment and belief in our Corporate Values.

Specific requirements are:

1. Value Staff

At Liverpool City Council we value staff by working to enable the recognition of staff performance, encouraging and supporting career development and providing continuous learning. We also recruit competent staff willing to adhere to our values while pro-actively retaining good staff.

2. Work Together

At Liverpool City Council we work together by contributing towards the team goals of the unit as identified in the work plans and assisting other team members through co-operative work ethics. We also actively help other units and staff across the organisation.

3. Respect People

At Liverpool City Council we respect people by encouraging an honest, courteous, ethical, fair and equitable workplace. Understanding cultural diversity issues and valuing the views of other people is also an important component.

4. Communicate Effectively

At Liverpool City Council we communicate effectively by providing open, accessible and honest communication with all stakeholders. We also ensure all stakeholders have necessary information at their disposal.

5. Show Leadership at all Levels

At Liverpool City Council we show leadership at all levels by being pro-active in our approach in providing excellent levels of internal and external customer service, leading by example and showing initiative and innovation.