

WHITEHORSE CITY COUNCIL

Position description

Job title: Parking Services Officer	
Classification: Band 4	Effective Date: November 2022
Reports to: Coordinator Parking Services	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



WHITEHORSE CITY COUNCIL

Position description

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



Goal Statement

To provide a customer service – focus in relation to the provision of vehicle parking within the City of Whitehorse and support services for Community Laws Officers and School Crossing Supervision.

Key Responsibilities

Provide a community support service in a regulatory environment that encompasses vehicle parking monitoring, enforcement and meter maintenance:

- Undertake proactive and planned parking patrols.
- Provide monitoring and adjustment service for common parking ticket machine faults.
- Administer relevant legislation concerning parking control
- Provide a support service for Council's School Crossing Supervisors
- Prepare and maintain concise and appropriate records to support and protect Council in its decisions relating to regulations and policies
- Conduct investigations into reported breaches of legislation relating to Parking control and other matters as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Departmental Responsibilities

- Participate in rotational after hours and On Call duties.
- Administer relevant Acts, Regulations and policies.
- Conduct investigations into reported breaches of Council's Community Local Law and any other Acts, regulations and policies
- Provide support to Council's Community Laws team.
- Provide support to other Council departments.

Authority

Budget: Nil



Staff responsibility: The position is responsible for assisting with the supervision of Council's School Crossing Supervisors.

Decision Making:

The position is clearly defined with established procedures, specific guidelines and standard instructions. The tasks and activities undertaken may involve selection or application of a variety of techniques, methods or processes to optimise results.

There may be some discretion in the application of established standards and procedures. Guidance and advice is available through the Parking Services Team Leader or Community Safety Leadership group.

Key Relationships

This position is required to maintain a professional relationship with Council staff and departments, relevant Government agencies, other Municipalities, service providers, suppliers, community groups and customers.

Role Requirements (Essential)

Qualifications/Certificates/Licences and Experience

- Knowledge and understanding of the Acts and Legislation that relate to Parking Enforcement.
- Demonstrable skills in Animal handling, particularly domestic animals.
- Demonstrable experience in interview techniques, evidence collection and Court Procedures.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Demonstrable skill in the use of Portable Hand Held technology.
- Demonstrable skill in the use of office based computer applications.
- Demonstrable skill in the use of Organisational applications.
- Ability to learn skills in the monitoring and adjustment of parking fee collection equipment.
- Able to demonstrate significant experience in a customer focussed environment.

Interpersonal

- Ability to interact with and gain the cooperation and assistance from a broad range of people, including residents, members of the public, stakeholders and other employees.



- Ability to represent the Council's interests in external forums.
- Ability to provide a high level of professionalism and customer service.
- Ability to work in a fast paced team environment.
- Demonstrable skill in written and oral communication, including strong attention to detail.
- Maintain a professional appearance and maintain Council provided clothing, vehicles and equipment in accordance with Corporate and departmental policies.

Leadership/management:

- Skilled in time management and setting priorities to ensure the efficient delivery of outcomes, often within a statutory timeframe, and meeting Council expectations.
- Assist with the training and support of the Parking Services team.
- Assist with the training and support of Council's School Crossing Supervisors.

Key Selection Criteria

Demonstrated skills and experience in a regulatory environment.

Knowledge of relevant legislation that relate to the role.

High level time management and work prioritisation skills

Demonstrated customer focus in service delivery.

Good written and verbal communication skills

Demonstrated (or ability to gain) knowledge of in-ground sensor technology, including downloads and preparation of reports.



Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting	Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Performed Often	
Hand/Arm Movement	Tasks involve use of hand/arms	Performed Often	
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	Performed Often	
Standing	Tasks involve standing in an upright position	Performed Often	
Reaching	Tasks involve reaching above head, and above and equal to shoulder height	Performed Sometimes	
Walking	Tasks involve walking on slopes and walking whilst pushing/pulling objects	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Tasks involve raising, lowering and moving objects from one level position to another	Performed sometimes	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling	Tasks involve pushing/pulling away, from and towards the body	Performed Sometimes	
Keyboard Duties	Tasks involve sitting at workstation and using computer.	Performed Sometimes	
Satisfactory Vision	Standard of vision required equal to that required for driver's licence	Performed Often	

Any other relevant comments: