



## Position Description – Parking Control Officer

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| <b>Division</b>            | Engaged Community                                    |
| <b>Portfolio</b>           | Community Health and Safety                          |
| <b>Business Unit</b>       | Community Safety                                     |
| <b>Level</b>               | 5                                                    |
| <b>Reports To</b>          | Coordinator Community Safety and Customer Experience |
| <b>Prescribed Position</b> | Yes                                                  |

### Position Objective

Lead the investigation, assessment and review of stopping and parking controls to support road safety, property access and effective traffic management outcomes. Recommend and approve stopping and parking control measures under delegated authority, and provide expert advice, information and education to the community and stakeholders regarding stopping and parking controls.

### Key Responsibilities

- Ensure stopping and parking related matters are managed in accordance with legislative requirements, Council policies and statutory obligations.
- Develop and deliver a program of stopping and parking studies to proactively assess parking, road safety and property access requirements in response to Council objectives and changing land uses.
- Undertake investigations into stopping and parking matters, including complex total street-wide and area-wide reviews, in response to complaints about road safety, property access and community concerns.
- Assess requests for temporary parking controls associated with events, development activities that contribute to a prosperous community.
- Prepare high-quality reports and recommendations for Council and Council Committees in a timely and professional manner.
- Prepare Traffic Impact Statements reports under delegation in accordance with the Notice to Councils issue by the Minister for Transport.
- Approve and coordinate the installation of stopping and parking controls under delegation by providing the relevant council service area with the TIS and clear details of the works required.

- Ensure stopping and parking controls are installed in accordance with approved Traffic Impact Statements, accurately recorded in the Parking Register, and appropriately reflected in the relevant asset register.
- Build and maintain strong working relationships with internal and external stakeholders, including Transport Services, Development Assessment, Customer Contact and Elected Members.
- Undertake appropriate stakeholder and community consultation, which may include public meetings, as part of stopping and parking studies and investigations.
- Provide accurate, timely and professional advice, information, and education to the general public on stopping and parking controls and related matters.
- Administer and enforce all relevant legislation, by-laws, procedures and policies.
- Assist in the development, review and maintenance of Standard Operating Procedures and work practices.
- Contribute to the effective and efficient operation of Community Safety, through participation in process improvements, reviews and implementation of identified team initiatives.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day-to-day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- Exceptional commitment to customer service, including an emphatic and courteous approach.
- Demonstrated maturity, resilience, reliability and sound judgment, with the ability to exercise initiative and professional judgement.
- Strong negotiation, conflict resolution and mediation skills, including the ability to manage sensitive or emotionally charged situations.
- Ability to think proactively, identify opportunities for improvement and implement effective solutions.
- Ability to understand and respond to the local community needs and environmental considerations.
- Ability to build and maintain effective working relationships with Elected Members, internal and external customers and the broader community

- Sound ability to interpret and apply legislation, regulations, by-laws and policies
- Strong analytical, investigative, problem-solving and decision-making skills.
- Ability to understand and respond to local community needs and environmental considerations.
- Effective time management skills, including the ability to prioritise work, manage competing demands, and meet deadlines
- Well-developed written and verbal communication skills.
- Ability to think proactively, identify opportunities for improvement and implement effective solutions.
- Demonstrated ability to work collaboratively as part of a team and independently with minimal supervision.
- Ability to handle sensitive and confidential information with discretion and professionalism.
- Working knowledge of Microsoft 365 desktop applications, including Word, Excel, Outlook and PowerPoint.:
- Use of corporate technology including systems in electronic records management, land and property management, finance, customer requests and internal website.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

## **Knowledge**

- High level understanding of the Local Government Act 1999, Council By-Laws and Policies.
- High level knowledge of the Australian Road Rules 1999, Private Parking Areas Act 1986 and Road Traffic Act 1961.
- High level knowledge of Australian Standards and code of practices relevant to parking controls and temporary traffic controls.
- Demonstrated understanding of Work zone practices.

## **Experience**

- Proven experience in all aspects of parking investigation and control and how parking inter-relates with traffic flow and pedestrian networks.
- Significant experience in preparation of plans using computer drawing aids.
- Proven experience in the provision of excellent customer service.

## **Qualifications & Requirements**

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| • A tertiary qualification in Traffic Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications. | Essential |
| • A Work Zone traffic management statement of attainment.                                                                                       | Essential |

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|---------------------------------------------------------------------------------------------------|-----------|
| • Nationally Coordinated Criminal History Check (Police Check) as part of Regulatory Requirement. | Essential |
| • Car Licence.                                                                                    | Essential |