



Position Description – Community Safety Response Officer

Division	Engaged Community
Portfolio	Community Health and Safety
Business Unit	Community Safety
Level	2
Reports To	Team Leader Parking Response
Prescribed Position	Yes

Position Objective

To exercise the powers, duties and functions of Council as delegated to Council's Community Safety Officers.

To professionally undertake the preventative, proactive and legislative responsibilities required to deliver exceptional standards of public safety in the community.

Key Responsibilities

- Administer and enforce the statutory provisions of the Local Government Act, Council's By-Laws, Dog & Cat Management Act, Local Nuisance and Litter Control Act, Australian Road Rules, Private Parking Areas Act, and other relevant legislation and Council policies.
- Achieve outcomes, service levels and targets as set by the Team Leader Parking Response.
- Respond to customer requests primarily relating to immediate safety hazards, including but not limited to illegal parking, dog attacks, dog wandering at large concerns and reports of contravention to local nuisance legislation and non-adherence with Council By-laws.
- Undertake proactive defined patrols throughout the City to increase compliance with relevant legislation.
- Assist with the annual dog registration renewal program as required, ensuring that dogs and cat owners are meeting the requirements of the Dog and Cat Management Act by way of education, encouragement and enforcement activities.
- Provide accurate information and advice to both internal and external customers on any matters that may arise relating to the functions of the Community Safety team and more broadly providing advice on Council's services and appropriate contact channels.

- Provide outstanding customer service to external and internal customers and present Council in a positive image.
- Collect evidence in accordance with defined procedures to effectively regulate legislation administered within the team.
- 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

- Ability to work independently in accordance with defined standard work and operating procedures.
- Ability to set priorities and manage time effectively.
- Ability to deliver exceptional customer service using high level interpersonal and communication skills.
- Ability to handle and resolve conflict situations.
- Ability to negotiate and mediate community safety issues.
- Well-developed written and verbal communication skills.
- Ability to interpret legislation and apply relevant enforcement practices.
- Ability to work under pressure.
- Demonstrated self-motivation and initiative.
- Ability to work with people across a wide range of personalities, cultures, backgrounds and interests.
- Working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, asset management systems, customer requests and intranet.
- Intermediate computing skills with the ability to learn new applications related to Community Safety and effectively use established ones.

- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Knowledge and demonstrated understanding of relevant Legislation, Council By-laws and associated Australian Standards, Policies and Codes of Practice, industry best practice, or ability to demonstrate associated learning.
- Sound knowledge and understanding of modern and safe practices in the handling of dogs and cats and the associated behaviour characteristics in an urban and impound environment.
- Sound working knowledge of investigative processes and procedures.
- Understanding of evidence gathering practices as they relate to the enforcement of legislation.

Experience

- Experience as a Local Government authorised officer or similar.
- Demonstrated experience in dealing with difficult customers and conflict situations.
- Proven experience in the provision of great customer service.
- Experience with animal management and/or control in the urban setting.

Qualifications & Requirements

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| • Certificate IV in Local Government (Regulatory Services), or equivalent industry experience. | Desirable |
| • Nationally Coordinated Criminal History Check (Police Check). | Essential |
| • Car Licence. | Essential |