



Position Description



Parking Officer

Position Title:	Parking Officer
Classification:	Band 4
Directorate:	Corporate Services
Department:	Community Safety and Compliance
Approved by:	Senior People Experience Business Partner
Date approved:	July 2026

1. Position Overview

The Parking Officer is responsible to perform patrols, inspections and enforcement activities to ensure compliance with parking restrictions and related legislation across the municipality.

The role contributes to community safety, accessibility and amenity through the provision of parking enforcement services, customer assistance and public education.

The position operates primarily in a field-based environment and is responsible for applying established procedures, policies and legislation to achieve consistent and effective parking compliance outcomes.

2. Position Objectives

- Perform regular parking patrols to monitor compliance with parking restrictions and traffic management controls.
- Issue infringements, warnings and compliance notices in accordance with legislation, Council policies and procedures.
- Promote voluntary compliance through education, advice and engagement with community members, including property owners, occupiers, motorists and businesses, by providing guidance on legislative requirements, issuing notices to comply, and encouraging issues to be rectified prior to enforcement action.
- Ensure customer enquiries, complaints and service requests relating to parking matters are responded to in a timely, professional and customer-focused manner.
- Maintain accurate records of enforcement activities and evidence to support compliance outcomes and enforcement actions.

- Contribute to community safety, accessibility and amenity through the consistent and equitable application of parking legislation, regulations and enforcement practices.

3. Organisational relationships

Internal	External
• Customer Services • City Operations • City Services • Relevant Council departments	• Members of the public • Victoria Police • Emergency Services • Contractors and service providers • Other Councils
Reports to:	
• Team Leader Parking and Local Laws	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

All Other Employees

Providers of information to customers and/or information and support to more senior employees. May supervise resources including other employees and/or regulate customers.

Freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position. Work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

Sufficient freedom to plan work at least a week in advance.

Effect of decisions and actions is usually limited to a localised work group or function, individual jobs or customers, or to internal procedures and processes.

Judgement and Decision Making

All Other Employees

Objectives are well defined but a particular method, process or equipment to be used must be selected from a range of available alternatives.

For Supervisors, the process may require quantification of resources needed to meet objectives.

Guidance and advice are always available within the time available to make a choice.

Specialist Skills and Knowledge

All Other Employees

Understanding of relevant technology, procedures and processes used within their operating unit.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents and of unit's goals and where appropriate, an appreciation of goals of wider organisation.

Hobsons Bay City Council

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Proficiency in application of standardised procedures, practices, Acts and Regulations, and understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

Management Skills

All Other Employees

Basic knowledge of personnel practices, able to provide employees under their supervision with on-the-job training and guidance.

All positions necessitate skills in managing time and planning and organising own work.

Interpersonal Skills

All Other Employees

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities, in the supervision of employees where applicable.

Skills in written communication to enable the preparation of routine correspondence and reports if required.

Qualifications and Experience

All Other Employees

Skills and knowledge needed for entry to this Band are beyond those normally acquired through secondary education alone, gained through completion of a post trade certificate or other post-secondary qualification below diploma or degree, or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band.

5. Key Selection Criteria

- Demonstrated ability to undertake compliance, enforcement, customer service or operational field-based work.
- Ability to interpret and apply legislation, regulations, policies and procedures in a practical operational environment.
- Demonstrated ability to communicate effectively with members of the public and provide professional customer service.
- Ability to exercise sound judgement and work within established procedures and within delegated authority.
- Demonstrated ability to work independently, manage competing priorities and maintain accurate records.
- Competent computer skills, including Microsoft Office and compliance systems, with the ability to accurately maintain records and data.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia.

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- Satisfactorily pass a National Police Check (and international check where required).
- Current Victorian Driver Licence.
- Current Working with Children Check.

Physical

Daily work will be performed primarily in outdoor environments, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You will be exposed to conditions normally encountered in outdoor environments, and at times indoor environments.
- You will be required to satisfactorily complete a physical assessment against the inherent physical requirements of the role.

Psycho-social

- Resilience and adaptability.
- Ability to manage difficult customer interactions and conflict professionally.
- Ability to work independently in a field-based environment.
- Strong self-motivation, professionalism and commitment to Council values.
- Ability to manage stress effectively while undertaking enforcement activities.

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