



Position Description

Car Park Attendant

Division	Transport and Assets
Business Unit	Transport and Civil Infrastructure
Grade	NB B
Job Code	JC00431

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Transport and Assets

The Transport and Assets Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises these business units - Transport and Civil Infrastructure, Parks and Recreation, Property, Capital Works and Recreation Business.

Business Unit

Transport and Civil Infrastructure

The Transport & Civil Infrastructure Business Unit provides a range of maintenance and delivery services relating to road assets, traffic management and street lighting; and infrastructure related to parking system assets. It provides timely and accurate advice and uses better practice methods and procedures while developing new and innovative solutions to problems in a cost effective and environmentally sustainable manner.

The Transport & Civil Infrastructure Business Unit delivers the following services.

- Maintenance & Construction of Civil Infrastructure.
- Traffic and Transport Planning.
- Asset Management and Planning.
- Community Transport, Parking, Fleet and Stores.
- Business Operations / Administration for the Unit.

Primary Purpose of the Position

The Car Park Attendant is responsible for providing high level customer service along with assisting to maintain an efficient and effective commercial operation of Council's off-street parking stations. The role also performs administration duties whilst providing a safe, enjoyable, and friendly experience to all customers.

Key Accountabilities

- Provide a consistent, responsive and polite handling of enquiries, requests and complaints to deliver a high quality and exceptional customer experience.
- Assist with the day to day administrative function of the parking stations to provide a seamless service to the community.
- Provide a high level of customer service ensuring all enquiries and issues are dealt with responsively resulting in an excellent customer experience.
- Carry out minor repairs/maintenance on car park equipment to ensure the safety of staff and the community
- Monitor all parking stations including operating equipment to provide a safe and continuous delivery of service
- Proactively identify issues and opportunities to continually improve efficiency and effectiveness
- Follow policies and procedures to ensure compliance with regulations and Council requirements whilst fostering a culture of positive continuous improvement.

Key Challenges

- Effectively managing and prioritising tasks in a high workload environment whilst understanding and managing customers' expectations.
- Ability to follow procedures in a fast-paced environment with events that are not planned

Key Internal Relationships

Who	Why
Business Operations Coordinator	• Provide support and updates on key issues within team. • Identify and escalate emerging issues and risks. • Receive guidance • Develop and maintain effective working relationships and open channels of communication.
Business Operations Support	• Provide support and updates on key issues and priorities within the team. • Develop and maintain effective working relationship and open channels of communication.
Staff / Team	• Work collaboratively to progress outcomes and priorities of the department. • Develop and maintain effective working relationships and open channels of communication.

Key External Relationships

Who	Why
Customers / Community	Provide high level customer service.

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Senior Car Park Attendant

Direct Reports

- N/A

Budget

- N/A

Essential Criteria

- Demonstrated relevant experience in customer service.



Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Foundational	Manage Self
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Think and Solve Problems
	Think and Solve Problems	Foundational	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Assets and Tools
	Assets and Tools	Foundational	
	Technology and Information	Foundational	
	Procurements and Contracts	Foundational	
 Workforce Leadership	Manage and Develop People		
	Inspire Direction and Purpose		
	Optimise Workforce Contribution		
	Lead and Manage Change		

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	Checks understanding of own role within the team Proactively seeks instruction and guidance Approaches work tasks with energy and enthusiasm Stays up to date with knowledge, training and accreditation in relevant skills areas Is willing to learn and apply new skills Learns from mistakes and the feedback of others
Relationships Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results Think and Solve Problems	Foundational	Finds and checks information needed to complete own work tasks Breaks down information and issues into component parts Thinks through the options available and checks his/her suggested approach Refers complex issues and problems to a manager/supervisor
Resources Assets and Tools	Foundational	Uses core work tools and equipment effectively Takes care of work tools, equipment, accommodation and community assets