

Visitor Parking Engagement Officer

The opportunity

The Visitor Parking Engagement Officer undertakes proactive, on-ground engagement with visitors in paid parking areas to promote awareness, understanding and compliance with parking requirements. The role balances education, customer service and compliance, supporting positive visitor experiences while promoting Council's offers to improve each visitor's journey to the Blue Mountains. It requires sound judgement, resilience and professionalism when managing diverse interactions in challenging situations in busy outdoor environments. Position permanency to be explored during employment.

We are seeking a confident, customer-focused individual with experience in frontline engagement, customer service or compliance roles. Essential requirements include strong communication skills, the ability to manage challenging interactions professionally, basic technology skills, enforcement experience and a current NSW Driver Licence.

This role includes one day of weekend work each week. This day of weekend work provides additional salary benefits and is included within the salary package for the position.

Remuneration: salary commencing at $80,046pa (inc. penalties) to $111,341pa (inc. penalties)
+ 12% superannuation
+ annual performance-based salary increases / bonus (1-3.5%)
+ annual award increase
For further information contact: Sebastian Camilleri on 0467 743 196 or scamilleri@bmcc.nsw.gov.au.
Closing date: 6 December 2026.

Interested?

Click on '**Apply**' to complete your online application.

You will be prompted through the application steps to ensure all relevant information is collected.

Further information?

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the People and Culture on (02) 4780 5999 or hresources@bmcc.nsw.gov.au.

Why work at Blue Mountains City Council?

We are committed to creating a diverse, inclusive, and positive workplace cultural. Our teams are reflective of the communities in which we operate, and we value the unique contribution each team member makes to the Blue Mountains City Council. The work we do makes a real difference to the lives of our residents and community that maintains a sustainable eco city to reside in.

Blue Mountains City Council offers a diverse and unique range of employment opportunities from entry level through to senior management. These include flexible employment options with permanent, temporary and casual positions in full-time, part-time and job-share capacities.

Staff Benefits

There are a number of additional benefits, programs and social activities staff are eligible to participate in. Some of these include:

Benefits to support a healthy work / life balance

- 35-hour work week (full-time) across four working days
- Flexible work arrangements
- A variety of Work Life Balance program initiatives
- Time in lieu
- Family / carers leave
- Health and wellbeing leave
- Long service leave entitlements after 5 years
- Leave for Defence and Emergency Service volunteers

Monetary Benefits

- Annual Award-based salary increases
- Annual Performance based salary increases (1-3.5%)
- Novated Lease
- Maxxia salary packaging and rewards
- Residents and workers from outside the Blue Mountains can apply for free parking permits
- Access to employee recognition and reward program
- Freedom to direct contributions to any compliant superannuation fund
- Free financial advice by a certified Financial Planner

Benefits to support your career progression

- Individual Learning and Development Plan for each employee
- Free access to on online learning platform with over 100 professional development courses
- Educational assistance

- Study leave
- Opportunity to participate in the LGMA Management Challenge
- Mentoring program
- Staff library membership

Benefits to support your health and wellbeing

- Wellbeing program
- Free access to counselling sessions through our Employee Assistance Program for you and your immediate family
- Gym membership discounts
- Free Flu vaccinations
- Staff social club

Next Steps

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

Additional information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with a disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.

- We recognise the unique skills and attributes demonstrated by veterans in their service to our country. We value these same skills and attributes in serving our local community. We strongly encourage ex-service personnel to check out the variety of opportunities available, not only at Blue Mountains City Council but also within Local Government.

- Blue Mountains City Council is committed to building a culture of safety and inclusion for children and young people in the community.

- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

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