

# Parking and Information Officer – Parking Enforcement Operations

## Role purpose

To support fair, safe, and effective use of the City's parking facilities by enforcing parking regulations and providing helpful information to the community.

## Role overview

|                                    |                                                                                                    |
|------------------------------------|----------------------------------------------------------------------------------------------------|
| <b>EA &amp; Classification</b>     | Hobart City Council Enterprise Agreement 2024 (or Its successor)<br>Municipal Officer Level 1      |
| <b>Position Number</b>             | 9977                                                                                               |
| <b>Number of direct reports</b>    | 0                                                                                                  |
| <b>Responsible for total staff</b> | 0                                                                                                  |
| <b>Delegations &amp; Authority</b> | Nil                                                                                                |
| <b>Budget level</b>                | Nil                                                                                                |
| <b>Network, Group, &amp; Team</b>  | Community and Economic Development Network,<br>Economic Development Group, Parking Operations Team |
| <b>Immediate Manager</b>           | Team Leader Parking Enforcement Operations (9975)                                                  |



# Parking and Information Officer – Parking Enforcement

## Role accountabilities Key result areas

### Group

- Conduct patrols of on-street and off-street parking spaces within the City of Hobart.
- Issue parking infringements in accordance with the provisions contained within the Traffic Act 1925, Local Government Highways Act 1982, the Australian Road Rules 2019 and Council By-Laws.
- Ensure quality and accuracy is maintained when issuing infringement notices.
- Report identified faults of the parking system and damaged or missing parking related signage, bay numbers and enforcement related assets.
- Attend court and give evidence where necessary, in connection with parking enforcement duties.
- Provide customer service via enquiry counters in Council's multi-storey short term car parks when required, including responding to customer enquiries and payment disputes.
- Provide the general public with information regarding parking, directions, and general tourism enquiries.
- Represent Council in accordance with the Code of Conduct and Values and display appropriate conduct in the undertaking of functions.
- Any other duties as instructed by the Manager Parking Services or Team Leader Parking Enforcement.

### Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

### Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- To implement the Council's WHS Management System, to ensure that the work for which you are responsible is carried out in accordance with this System and the WHS legislation and to provide appropriate WHS information, instruction, training and supervision to workers for whom you are accountable.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

**NOTE:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

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## Selection criteria

### Qualifications and Licences

- Completion of year 10 or a Certificate Qualification in a relevant area (Customer Services, Business Administration) with an ability to undertake and complete the Certificate III in Local Government – Regulatory Services.
- Current Registration to Work with Vulnerable People.
- Current Driver Licence.

### Essential

1. An ability to demonstrate learned knowledge with a capacity to understand relevant legislation and apply acquired skill to enable accurate issuing of infringement notices.
2. An ability to remain professional and respond appropriately when dealing with situations of conflict with members of the public.
3. Good communication skills and a demonstrated ability to provide respectful and professional interactions with the public and internal staff.
4. An ability to work additional hours as required including outside normal weekday business hours and weekends.
5. An ability to work autonomously for periods of time with minimal supervision.
6. Ability to walk in excess of 10 kilometres per shift on varied terrain.
7. Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

### Desirable

- Current Motorcycle Licence or willingness to obtain.

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## Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Low Risk
3. Current Registration to Work with Vulnerable People.

### Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

## Our Values



### People

We care about people – our community, customers and colleagues



### Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



### Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



### Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



### Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.