

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

|                      |                                    |                         |              |
|----------------------|------------------------------------|-------------------------|--------------|
| <b>Title</b>         | Patrol Officer                     | <b>Level</b>            | 4            |
| <b>Business Unit</b> | Community Safety                   | <b>Position Number</b>  | 00214, 00916 |
| <b>Directorate</b>   | Planning and Community Development | <b>Date Established</b> | June 2021    |
| <b>Reporting to</b>  | Senior Ranger                      | <b>Date Updated</b>     | June 2026    |

### 2. KEY OBJECTIVES

- Deliver services, programs, and activities that reflect a collaborative, contemporary and customer responsive culture and approach to service delivery.
- Undertake duties in a way that promotes a positive work environment which fosters collaborative efforts designed to encourage community compliance with acts, regulations, and local laws through an educative and engagement approach.
- Be proactive in providing a highly visible presence in the community.
- Promote a safe work environment.

### 3. KEY ACCOUNTABILITIES

- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Maintain fluency in the interpretation, explanation, and application of relevant legislation.
- Undertake activities efficiently and provide information in accordance with relevant legislation, policies, protocols, procedures, adopted practices and the Business Unit Plan.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City policies, protocols, procedures and other WHS related requirements, and actively support the City safety systems.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Community Education and Engagement**

- Deliver programs and services that educate and engage the community to achieve compliance with local laws and regulations including parking.
- Positively represent the City by providing accurate and meaningful advice and information to the community concerning compliance requirements.
- Provide a positive presence at community events by sharing relevant compliance information and help build strong community relationships.

###### **Outcome: Service Delivery**

- Undertake a range of duties including parking enforcement.
- Display behaviours towards customers and team members that align with the City's values.
- Ensure relevant acts, regulations and local laws are complied with through community information and education in the first instance, with enforcement aligned to internal matrix.
- Demonstrate fluency in the interpretation, explanation, and application of relevant legislation, ensuring decisions and advice are accurate, consistent, and legally compliant.
- Promptly resolve action requests from the community and allocated by the Senior Ranger or relevant City employees.
- Accurately enter and maintain contemporaneous data and records in City systems relating to action requests and other tasks.
- Assist the business unit with responses to stakeholder enquiries and requests related to parking.
- Assist in maintaining and updating GIS datasets to ensure accurate representation of parking assets, restrictions, and operational changes.
- Undertake ad hoc tasks including internal warden duties, special operations and City events.
- Proactively identify opportunities for consideration by the Senior Ranger for ongoing community education and engagement to address community concerns.
- Deliver a visible and proactive presence in the community through regular patrols both in vehicles and on foot.
- Undertake parking and signage audits and provide reports to the Parking Working Group.
- Monitor and attend the City's multi-storey car park to facilitate ease of access for patrons.
- Report graffiti and damage to City facilities, signs, parks, reserves, or other assets.
- Accurately issue notices, cautions, and infringements where appropriate.
- Collect evidence, conduct investigations, and attend court for the purpose of City prosecutions.
- Maintain proficiency in the use of relevant systems and contribute to testing, troubleshooting and continuous improvement activities. Ensure safekeeping of City assets and equipment and report issues in a timely manner.
- Respond to requests for assistance from Rangers and external authorities such as the WA Police Force, St John Ambulance WA and the Department of Fire and Emergency Services.
- Report observed public safety matters such as suspicious, anti-social, and criminal behaviours, fires and other incidents to emergency services in a timely manner.
- Liaise with other internal business units on a variety of compliance and other related matters.
- Liaise with neighbouring local governments regarding cross boundary matters.
- Provide guidance, assistance and on-the-job training to new employees as directed by the Senior Ranger.
- Participate in the review, update and creation of workplace procedures and practices.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

###### **Outcome: Work Health and Safety**

- Exercise duty of care by maintaining safe working conditions and practices to protect employees and minimise public risk.
- Ensure that safe working conditions and practices are always in place by taking personal ownership of safety.

- Report unsafe practices or hazards to supervisors or WHS representatives immediately.
- Consult and co-operate with management on matters relating to WHS.

## **5. WORK RELATED REQUIREMENTS**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Responsive customer service.
- Written and verbal communication skills that promote engagement.
- Interpersonal skills and the ability to turn difficult situations into opportunities to positively promote compliance.
- Organisational and time management.
- Computer literacy in Microsoft Office and the ability to learn Licence Plate Recognition systems, new computer and mobile applications.
- Ability to interpret and apply acts, regulations, and local laws.
- Ability to work autonomously and as part of a team.
- Ability to apply deescalation techniques.

#### **Knowledge:**

- Investigation practices and principles.
- Relevant state and local legislation.
- WHS requirements relevant to the role.

#### **Demonstrated Experience:**

- In a similar role.
- In a responsive customer service environment.
- In recording accurate data and information into electronic systems.

#### **Qualifications/Clearances:**

- Current WA "C" class driver's license.
- Current Provide First Aid Certificate (HLTAID011).
- Current Regulatory Officer Compliance Skills (ROCS 1 and 2).
- Current National Police Certificate.

## **6. EXTENT OF AUTHORITY**

- Ability to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures.

## **7. WORKING RELATIONSHIPS**

### **Level of Supervision:**

- Works under general supervision.

#### **Internal:**

- All Business Units.

#### **External:**

- Emergency Services.
- WA Police Force.

- Other local governments and relevant government departments.
- Local schools.
- General public, residents, ratepayers and local businesses.
- Community groups.
- Shopping centre management.

8. **POSITION DIMENSIONS**

|                                                    |   |
|----------------------------------------------------|---|
| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | 0 |
|----------------------------------------------------|---|