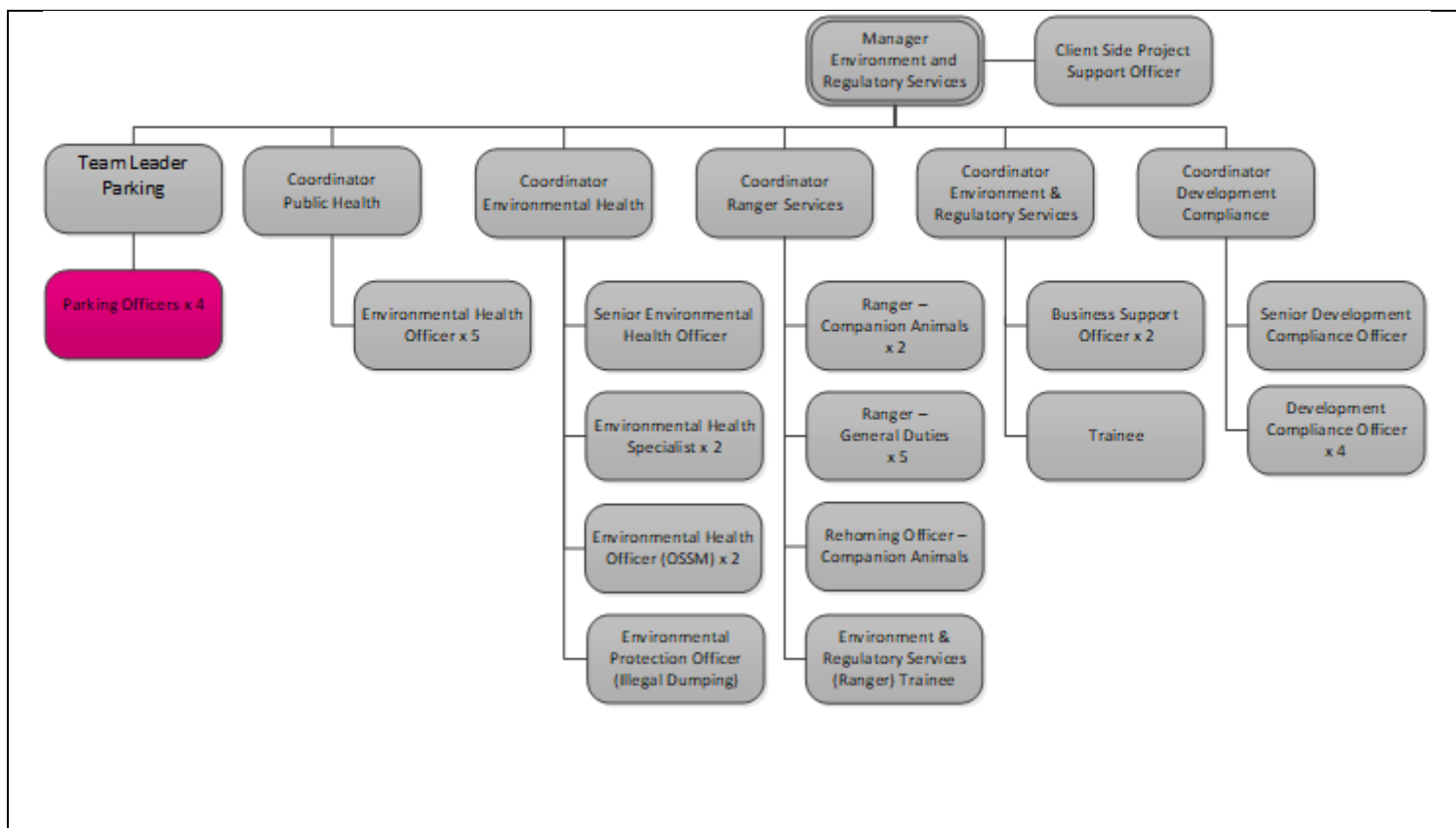


POSITION DESCRIPTION

| | |
|---|--|
| Position Title | Parking Officer |
| Position Number | 42186 |
| Division/Directorate | Planning & Environment |
| Branch | Environment & Regulatory Services |
| Grade | 10 |
| Band and Level | Band 2 / Level 2 |
| Special Requirements | <ul style="list-style-type: none"> • Criminal record check, working with children check, • Holding a first aid certificate • Attending a pre-employment medical • Ability to work over a seven-day roster, weekends and public holidays • Parking Officers will be required to wear a Body Worn Camera at all times while performing their duties |
| Physical and Environmental Demands | <p>There is a requirement for physical, sensory, psychosocial and environmental demands.</p> <p>Refer to the TIA for further information.</p> |
| Reports To | Team Leader Parking |
| Authorities | As detailed within the Delegation Register as delegated by the General Manager |
| Key Direction/s | <p>Welcoming – Embracing our vibrant and diverse community</p> <p>Liveable – Strong and integrated connections between our people and our services</p> <p>Prosperous – Advancing local economic opportunities and job creation</p> |
| Reporting Structure | |



Position Purpose

To ensure the safety, accessibility, and amenity of the community by enforcing parking regulations across the Local Government Area (LGA). The role supports traffic flow, pedestrian safety, and equitable access to parking, particularly in school zones, business centres, and residential areas.

Key Result Areas

- Customer Service** – Create a customer centric service environment and reward service excellence.
- Planning & Prioritise** – Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- Deliver Results** – Achieve results through efficient use of resources and a commitment to quality outcomes.
- Display Resilience & Courage** – Be open and honest, prepared to express your views, and willing to accept and commit to change.
- Manage Self** – Show drive and motivation, a measured approach, and a commitment to learning.
- Value Diversity** – Show respect for diverse backgrounds, experiences, and perspectives.

Key Duties & Responsibilities

- 1. Reduction in parking offences and improved compliance**
 - Patrol designated areas to monitor and enforce compliance with parking regulations.
 - Conduct patrols of school zones and car parks to enforce compliance.
 - Assist with parking management and ensure parking compliance during special events, sporting events etc.
 - Perform other duties as directed by the supervisor that are consistent with the employee’s skills, qualifications, and capabilities.

2. Timely and professional response to community enquiries and complaints.

- Respond professionally to community complaints and service requests regarding parking issues.
- Comply with Councils Customer Service Charter and apply business rules in all interactions
- Provide a visible and approachable presence to educate the public on parking rules.
- Demonstrate a strong customer focus by providing accurate, responsive, timely and courteous service
- Continuously display Council's corporate core values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.

3. Accurate and complete documentation of enforcement activities.

- Maintain accurate records of customer requests, patrols, fines, body worn footage and interactions.
- Use contemporaneous notebook to document activities and interactions
- Minimise fines that require Revenue NSW requests for information or cancellation due to errors
- Report high risk public safety and asset concerns via CRM Lodgement, in accordance with the directions provided by the Parking Officer Supervisor.

4. Support effective enforcement outcomes by preparing briefs and representing matters in court as required

- Provide technical advice, respond to Revenue NSW requests and prepare representation reports for appeals within timeframes
- Prepare reports and evidence for court proceedings related to parking and other related matters within timeframes
- Assist the police prosecutor or Council's solicitors in legal proceedings and represent Council in court as required, including adhering to court etiquette

WHS Responsibility

Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Risk Management Responsibilities

1. To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
2. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
3. Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and
 - follow Council policies and procedures.

Records & Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures and business rules.

Essential Criteria

1. Current NSW Class C Driver's Licence.

2. Completion of relevant regulatory and enforcement training, (eg SEINS, Certificate IV Government Investigations) and/or relevant experience in applying parking enforcement legislation, including the NSW Road Rules and Local Government Act and/or similar transferable skills.
3. Ability to use electronic devices (eg, Fine issuing devices, mobile phones and computers)
4. Strong customer service and conflict resolution skills.
5. Ability to work independently with minimal supervision and as part of a team.
6. Understanding and commitment to WHS and EEO principles.

Desirable Criteria

1. Experience working in a regulatory role
2. Local Government experience

| | |
|--------------------|---|
| Prepared By | Manager Environment & Regulatory Services |
|--------------------|---|

| | |
|----------------------|--------------|
| Date Prepared | October 2025 |
|----------------------|--------------|

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

| | |
|-----------------------|--|
| Employee Name: | |
|-----------------------|--|

| | |
|----------------------------|--|
| Employee Signature: | |
|----------------------------|--|

| | |
|--------------|--|
| Date: | |
|--------------|--|