

Position Title:	Community Safety Officer: Parking
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 5
Directly reports to:	Manager Community Safety
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

To provide assistance and guidance to the community in regards to parking and to enforce the Town of Claremont Parking Local Law.

Objective 1: Parking

- Advise, educate and provide guidance to members of the community in regards to parking.
- Carry out regular patrols on foot and inspections for the purpose of enforcing the Town's Parking Local Laws.
- Assist with enquiries relating to parking.
- Issue infringement notices with respect to parking enforcement.
- Maintain accurate records of infringements, inspections, file notes, photographs as required, particularly where matters may require further investigation, appeals or court.
- Attend court and give evidence when necessary, in connection with parking enforcement duties.
- Operate a body worn camera in accordance with the Town's policies and procedures.
- Observe and report defective parking restriction signs, line marking, ticket machines, lighting, business signage and/or other matters that may impact public safety including graffiti, vandalism, and errant shopping trolleys.
- Remove any street obstructions (Enforcement of the activities on Thoroughfares and Public Places Local Law).
- Maintain good relations with the public and promote Council's operations.
- Suggest improvements to the Town website content as a result of customer interaction.
- When required undertake patrols of Town buildings.
- When requested:
 - maintain and update Notice IT parking infringement system and other systems.
 - manage the compilation of Fines Enforcement Register information to ensure compliance and revenue is accurately recorded.
 - provide administrative assistance with parking infringement appeals including the notification of and recording of withdrawn infringements.
- Carry out other duties as requested by the Director and Manager which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 2: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 3: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.

- Maintain good relations with the general public and promote Council’s operations in a professional manner at all times.
- Adhere and follow the Town’s Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

- Objective 4: Continuous Improvement (All Staff)**
- Employ the mind set of continuous improvement to all work tasks.
 - Support team members to review and analyse processes to identify possible improvements.
 - Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

- Essential**
- Willingness to learn and be trained in administering Parking Laws.
 - Ability to patrol on foot during all shifts and to be certified as medically fit for the role.
 - Ability to communicate clearly and maintain a cool and calm demeanour.
 - Well presented.

- Desirable**
- Experience working as a Parking Officer and administering Parking Local Laws or experience in similar or comparable role.
 - Current unrestricted WA ‘C’ class driver’s licence.
 - Experience with body worn cameras, hand-held Personal Digital Assistant and associated technology.
 - Current First Aid Certificate.

REQUIREMENTS

- The Town requires all staff prior to commencing employment to:
- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
 - Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver’s License and Passport or Birth Certificate).
 - Complete a pre-employment medical (Town’s GP to confirm fitness to work in position).
 - Provide a Police Clearance (at employee cost).
 - Provide evidence of the Right to Work in Australia.
 - Sign a change of circumstances employee declaration.
- Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

Signatures

Chief Executive Officer Approval	
Employee	