

POSITION DESCRIPTION

PARKING AND INFORMATION OFFICER

POSITION DETAILS

POSITION No:	5320.01	UNIT:	Parking Operations
EMPLOYMENT STATUS:	Various	LOCATION:	Council Carparks
DIVISION:	City Innovation	CLASSIFICATION:	MO Level 1

OBJECTIVES

MISSION STATEMENT

Working together to make Hobart a better place for the community.

DIVISION OBJECTIVE

To deliver measurable operational improvements for the City of Hobart through managing, innovating and optimising the use of contemporary city-wide technology, information, process and portfolio management practices.

POSITION OBJECTIVE

To enable efficient and equitable access to City of Hobart's parking assets for rate payers, visitors and business patrons.

KEY FUNCTIONS AND RESPONSIBILITIES

- Conduct patrols of on-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.
- 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.

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 policies and procedures.

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.



City of **HOBART**

ORGANISATIONAL RELATIONSHIPS

REPORTING RELATIONSHIPS

1. INTERNAL

The Parking and Information Officers will report through the Parking Team Leaders to the Principal Advisor Parking Operations.

This position will liaise primarily with employees from within the Financial Services Division and the Customer Services Unit.

2. EXTERNAL

This role will have considerable exposure to members of the general public and will be expected to present a courteous and professional manner in all interactions.

SELECTION CRITERIA

1. 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.
2. An ability to demonstrate learned knowledge with a capacity to understand relevant legislation and apply acquired skill to enable accurate issuing of infringement notices.
3. An ability to remain professional and respond appropriately when dealing with situations of conflict with members of the public.
4. Good communication skills and a demonstrated ability to provide respectful and professional interactions with the public and internal staff.
5. An ability to work additional hours as required (from 6pm-8pm) as well as the ability to work on the Sunday overtime roster after training.
6. An ability to work autonomously for periods of time with minimal supervision.
7. Ability to walk in excess of 10 kilometres per shift on varied terrain
8. Current Drivers Licence, Working with Vulnerable People (Children) card, Police Check, and a medical assessment including podiatry is required.