

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Traffic Officer	
CLASSIFICATION	LOCATION
Band 4	Phoenix Building
DEPARTMENT	DIVISION
Regulatory Services	Growth and Development

Position Objectives

- To undertake a range of activities to contribute to traffic management with a focus on enforcement of parking restrictions.
- To assist the Local Laws & Parking Enforcement Unit in the operation of the school crossing scheme, and from time to time, in the enforcement of other legislation and Local Laws within the responsibility of the unit.

Key Responsibility Areas

- Carry out regular surveillance of parked vehicles in accordance with established guidelines and work practices to enforce parking restrictions and relevant components of the Road Safety Act 1986, and Road Safety Road Rules 2017. Participation on rosters outside of normal office hours is a requirement, at overtime payment.
- As an authorised officer of Council, provide enforcement functions utilising a range of tools including education, warnings and cautions, and issue of infringement notices.
- Perform on-the-spot minor servicing to ensure effective functioning of parking meters and signs.
- Provide relief and support to school crossing supervisors.
- Assist emergency services and event organisers with traffic management.
- Provide support to the Local Laws & Parking Enforcement Unit through knowledge and awareness of other legislation and Local Laws under the responsibility of the unit.
- Assist other Local Laws & Parking Enforcement Unit officers from time to time when requested by the Coordinator Parking Services.
- Participate on the Local Laws and Parking Enforcement Unit roster for after hour's animal emergency service.
- Report damage to the assets of Council or other public authority, particularly damage that has the potential to cause personal injury or loss of revenue.
- Provide reports about issued infringements and assist Council in court prosecutions where necessary.
- Maintain records and systems appropriate to the position.

CORPORATE RESPONSIBILITIES

Comply with all Council policies, procedures and guidelines including those relating to Occupational Health and Safety, Equal Opportunity (including harassment and bullying), Privacy, Child Safe and Code of Conduct.

From a Health and Safety perspective the City of Ballarat requires the following:

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to Team Leader of Parking.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

POSITION DESCRIPTION

- Constructively participate in monthly team meetings.

REPORTS TO:

Team Leader of Parking

DIRECT REPORTS:

N/A

ORGANISATIONAL RELATIONSHIPS

Internal:

- All council staff

External:

- General public
- Businesses
- Emergency Services

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- As an authorised officer of Council, responsible for issuing infringement notices in accordance with standard operating procedures.
- Responsible for carrying out routine patrols of parking areas, with relieving duties on supervised school crossings.
- Assist in matters for prosecution in open court proceedings by appearing as a witness or informant.
- Responsible for the provision of accurate technical information and advice to internal and external customers, particularly in relation to parking matters.
- Basic knowledge of parking meter technology with ability to carry out minor servicing.

Judgement and decision making

- Make judgements and decisions on operational matters (such as which enforcement tool to use in any particular situation) under the responsibility of the position, but within a framework where guidance may be sought from the Team Leader of Parking.
- Utilise impartiality, fairness and objectivity in the enforcement of legislation and regulations, while exercising the discretion available to the position.
- Exercise confidentiality, tact and discretion in the execution of duties and responsibilities.

Specialist skills and knowledge

- Detailed knowledge and understanding of the application of the relevant sections of the Road Safety Act 1986 and Road Safety Road Rules 2017.
- General knowledge and understanding of the application of other legislation under the responsibility of the Local Laws & Parking Enforcement Unit.
- Proficient in the use of computer software such as word processing and database packages, to enable execution of the position's responsibilities.
- Ability to prepare reports and provide assistance in cases of court prosecution.
- General knowledge of Council policies and procedures, with an emphasis on the implementation of safe work practices.

Management skills

- Responsible for self-management to achieve the objectives of the position, while under the direction of the Team Leader of Parking.
- Ensure that in the execution of duties, appropriate work practices are adhered to, particularly in respect to occupational health and safety.
- Ability to organise workloads and tasks within appropriate time frames in an environment of changing priorities.
- Responsible for the maintenance of appropriate records.

Interpersonal skills

- High level of verbal communication skills
- Sound conflict and dispute resolution skills
- Demonstrated ability to prepare basic reports.
- Ability to communicate confidently, effectively and professionally with all customers.
- Commitment to provision of high levels of customer service.
- Adaptable and responsive to changing work needs, frequently at short notice.

Qualifications and experience

- Completion of post-secondary training in Municipal Law Enforcement is preferred.
- Demonstrated relevant experience in a role that has direct contact with the general public.
- Experience in resolving conflict and dealing with difficult customers.
- Demonstrated relevant experience in delivering law enforcement services would be highly regarded.
- Basic proficiency in the use of computer software such as word processing and database packages.
- A current Victorian Drivers Licence.

SELECTION CRITERIA

- Completion of post-secondary training in Municipal Law Enforcement, or other relevant training or qualification.
- Demonstrated ability to apply legislation and regulations in an impartial and objective manner, while maintaining a polite, courteous and professional demeanour.
- Demonstrated communication skills and ability to handle difficult customers and situations.
- Knowledge of the Road Safety Act 1986 and Road Safety Road Rules 2017 or ability to acquire and apply such knowledge.
- Demonstrated ability to prioritise and organise work tasks to achieve specific objectives within set timeframes.
- Demonstrated relevant experience in delivering law enforcement services would be highly regarded.
- Ability in the use of computer software such as word processing and database packages.
- Current Victorian Driver's License.