

Position Description

Position Title:	Compliance Officer – Parking
Reports To:	Team Leader – Compliance
Responsible For:	N/A
Group and Team:	Consenting and Environment – Environmental Services
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To provide the Invercargill community with a safe and productive space by promoting compliance with parking regulations using appropriate enforcement procedures, public education and engagement as required by the relevant by-laws and legislation for the Invercargill City Council. You will also assist with administration duties for parking compliance.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Compliance and Enforcement

- Provide parking enforcement and related services in an efficient and co-operative manner that actively assists persons who must comply with statutes and bylaws.
- Promptly report faults and maintenance matters relating to signs and meters to the Team Leader – Compliance within 24 hours.
- Willingly and efficiently assist with road closures, road safety campaigns and other parking related public safety measures as required.
- Accurately input data from parking infringement handhelds into Council's computer system within agreed timeframes.
- Ensure all complaints and other Requests for Service (RFS) are responded to in an appropriate manner and actioned according to relevant statutory and policy requirements, agreed programmes, and Council guidelines/advice.
- Collect and record all information relating to complaints or RFS in a manner that empathises with the client's problem and allows for appropriate action to be taken, within agreed timeframes.
- Convey decisions to clients in a clear, timely, constructive and courteous manner, and in an appropriate form.
- Co-ordinate enforcement or provide advice in conjunction with the relevant Manager on local bylaws and regulations.
- Ensure records and files are kept up to date, monitored and followed up to ensure compliance.

Education, Support and Advice

- Initiate and/or contribute to educational programmes or information resources, aimed at educating and informing the community, and promoting initiatives.
- Ensure information resources and educational programmes are effective at promoting initiatives and informing others.

New Legislation and Updates

- Maintain knowledge on legislation and keep up-to-date with relevant Acts, Statutes, Bylaws, Regulations and Policies so that these may be applied correctly.
- Ensure you are able to apply legislation and advice relating to Council, seeking clarification and advice from the Team Leaders and other experienced team members when unsure.
- Ensure you are aware of your own limitations in relation to your knowledge and understanding and actively seek to increase knowledge of the regulatory aspects of role.
- Actively assess required changes caused by legislative change.

Quality Management System

- Undertake all tasks in accordance with the Quality Management System.
- Provide assistance and support to other team members to develop, implement and maintain the Quality Management system.
- Ensure adherence to monthly schedules is maintained and reported in accordance with agreed timelines discussing any performance issues or overrun timeframes with management.
- Ensure regular peer review of reports, letters and other documents to guarantee they are in accordance with relevant legislation, and are technically and grammatically correct.
- Ensure documentation is legally, technically and grammatically correct.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

Secondary education to NZQA Level 3 or equivalent
Current full New Zealand driver's licence

Desirable:

Completion of Compliance Qualification Unit Standards for "Initial Warranted Officers"

Knowledge, Skills and Experience

Essential:

Minimum of 2 years' experience in a customer service role
Familiar with basic office systems including Microsoft Office
Well developed, effective verbal and written communication skills
Ability to problem solve and make decisions using your professional judgement
Adaptable, flexible and able to deal with difficult customers, situations and conflict
Strong interpersonal skills with the ability to work with and provide advice to a wide range of people, stakeholders and situations
An organised and methodical approach to note taking and record keeping
Sound time management and organisation skills with the ability to prioritise and meet deadlines

Desirable:

Previous involvement in an active frontline, investigative problem-solving role in a range of real life situations would be highly advantageous

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health and Safety

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.