



Position Description

As At 02-Jan-2018

Position Title:	Community Compliance Officer
Position Code:	1212
Department:	Development Services
Business Unit:	Building, Planning & Compliance
Work Group:	Community Compliance
Position Classification:	Band 4
Effective Date:	March 2017

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

1.0 Position Objectives

- 1.1 Deliver Council's community compliance responsibilities effectively and to a consistently high standard.

2.0 Key Responsibilities

- 2.1 This includes after hours and call out responsibilities and duties, as well as responding to emergency compliance situations.
- 2.2 Provide advice to the Manager Building, Planning and Compliance, the Community Compliance Coordinator, all other Council staff, the Council's customers, relevant stake holders and agencies with regard to compliance matters.
- 2.3 Undertake general administrative duties, including basic computer operation.
- 2.4 Facilitate and encourage appropriate public participation in and community awareness of community compliance.
- 2.5 Ensure that all relevant legislative responsibilities and requirements, Best Value, Council Plan and other requirements of the organisation are met as relevant to this position.
- 2.6 Liaise with Government agencies, organisations and community groups to provide information and to ensure that the delivery of Council's community compliance service is relevant, best practice and operating in accordance with the latest legislation.
- 2.7 Carry out the community compliance function of the Council with a focus on: Parking control, Animal control; Supervision of school crossings; Customer service; Local law enforcement; airport monitoring.
- 2.8 Represent Council before the Magistrates Court, advisory bodies and other forums as may be required on compliance matters .
- 2.9 Exercise the powers and duties that are delegated by Council and the Chief Executive Officer to this position.
- 2.10 Handle enquiries, respond to customer complaints, carry out investigations and where necessary and under the relevant legislation, issue directives and infringement notices.

3.0 Core Physical Requirements

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- 3.1 Capacity to drive a motor vehicle.
- 3.2 Capacity to, on occasion, lift items unspecified in weight within individual limits .
- 3.3 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 3.4 Capacity to work in an outdoor environment for varying periods of time.
- 3.5 Capacity to push or pull objects and live animals of significant size and weight.
- 3.6 Capacity to walk on uneven surfaces.
- 3.7 Capacity to walk long distances.
- 3.8 Capacity to run for short periods.

4.0 Accountability and Extent of Authority

- 4.1 Accountable to regulate the public use of parking and other facilities, administer animal control obligations and relevant sections of the Council's local law.
- 4.2 The work falls within specific traffic, parking regulations and animal control guide lines and local laws but with scope to exercise discretion in the application of the regulations, guidelines, local laws and other laws.

5.0 Judgement and Decision Making

- 5.1 The nature of the work is well-defined with procedures clearly documented.
- 5.2 There is a range of equipment, methods and processes in recurring work situations.
- 5.3 Guidance and advice is always available.

6.0 Knowledge and Skills

6.1 Specialist Knowledge and Skills

- 6.1.1 An understanding of traffic and parking regulations.
- 6.1.2 An ability to undertake basic repair of meters.
- 6.1.3 Basic knowledge of computers and software such as Microsoft Office Suite.
- 6.1.4 Ability to competently manage and handle livestock and animals.
- 6.1.5 Knowledge of the working of ticket vending machines and/or parking meters is desirable.
- 6.1.6 Knowledge of compliance and infringement procedures.
- 6.1.7 An understanding of animal issues and their possible impacts on the local community.

6.2 Management Skills

- 6.2.1 Basic skills in managing time and planning and organising work within a set time frame.
- 6.2.2 Ability to provide on the job training related to Community Compliance Officer duties.

6.3 Interpersonal Skills

- 6.3.1 Developed communication skills to gain cooperation and assistance from the public, other authorities and employees in the course of work.
- 6.3.2 Well developed problem solving skills, including adequate negotiation, consultation, communication (oral and written, including report and letter writing) presentation and interpersonal skills.

7.0 Qualification and Experience

- 7.1 Firearm licence is desirable.
- 7.2 Experience dealing with animals and stock.

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- 7.3 Experience dealing with the public in providing quality customer service.
- 7.4 Knowledge of parking and traffic regulations.
- 7.5 Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment requiring daily contact with a broad cross section of the community in a variety of issues.
- 7.6 Demonstrated ability to comprehend and interpret acts and regulations and decide on an appropriate course of action.
- 7.7 Current Drivers Licence.
- 7.8 Working With Children Check.

8.0 Key Selection Criteria

- 8.1 Demonstrated experience dealing with animals and stock.
- 8.2 Demonstrated experience dealing with the public in providing quality customer service.
- 8.3 Knowledge of traffic/parking regulations.
- 8.4 Ability to work cooperatively as a member of a team.
- 8.5 Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation and/or related experience in a regulatory environment requiring daily contact with a broad cross section of the community in a variety of issues.
- 8.6 Demonstrated ability to comprehend and interpret acts and regulations and decide on an appropriate course of action.
- 8.7 An understanding of animal issues and their possible impacts on the local community.
- 8.8 Well developed problem solving skills; including adequate negotiation, consultation, communication (oral and written, including report and letter writing) presentation and interpersonal skills.

9. Authorisation

Authorised by: Director - Development Services

Date: _____

Employee's Signature

Date: _____