

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Community Compliance Officer</b>
<b>Position Code</b>	<b>1212</b>
<b>Business Unit</b>	<b>Building, Planning and Compliance</b>
<b>Work Group</b>	<b>Development Services</b>
<b>Position Classification</b>	<b>Band 4</b>
<b>Effective Date</b>	<b>November 2020</b>

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

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.

The position is to perform duties for Council's role in supporting the community and so may include objectives and responsibilities such as the following:

## 1. Position Objectives

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

## 2. Working Relationships

Reports to	Community Compliance Coordinator
------------	----------------------------------

## 3. Key Responsibilities

- 3.1 Includes after hours and call out responsibilities and duties, as well as responding to emergency compliance situations.
- 3.2 Provide advice to the Manager Building, Planning and Compliance, the Community Compliance Coordinator, other Council staff, Council's customers, relevant stake holders and agencies with regard to compliance matters.
- 3.3 Undertake general administrative duties, including basic computer operation and the issuing of infringements and notices.
- 3.4 Facilitate and encourage appropriate public participation in and community awareness of community compliance.
- 3.5 Ensure that all relevant legislative responsibilities and requirements, Council Plan and other requirements of the organisation are met as relevant to this position.
- 3.6 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 and operating in accordance with the latest legislation.
- 3.7 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.
- 3.8 Represent Council before the Magistrates Court, advisory bodies and other forums as may be required on compliance matters.
- 3.9 Exercise the powers and duties that are delegated by Council and the Chief Executive Officer to this position.

- 3.10 Handle enquiries, respond to customer complaints, carry out investigations and where necessary and under the relevant legislation, issue directives and infringement notices.

#### **4. Core Physical Requirements**

- 4.1 Capacity to drive a motor vehicle.
- 4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits
- 4.3 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 4.4 Capacity to work in an outdoor environment for varying periods of time including extreme weather conditions.
- 4.5 Capacity to push or pull objects and live animals of significant size and weight.
- 4.6 Capacity to walk on uneven surfaces.
- 4.7 Capacity to walk long distances.
- 4.8 Capacity to run for short periods.

#### **5. Accountability and Extent of Authority**

- 5.1 Accountable to regulate the public use of parking and other facilities, administer animal control obligations and relevant sections of the Council's local law.

#### **6. Judgement and Decision Making**

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

#### **7. Knowledge and Skills**

##### **7.1. Specialist Skills and Knowledge**

- 7.1.1 An ability to understand traffic and parking regulations.
- 7.1.2 An ability to undertake basic repair of parking meters.
- 7.1.3 Basic knowledge of computers and software such as Microsoft Office Suite.
- 7.1.4 Knowledge of the working of parking meters is desirable but not essential.
- 7.1.5 Knowledge of compliance and infringement procedures is desirable but not essential.

- 7.1.6 An understanding of animal issues and their possible impacts on the local community is desirable but not essential.

## **7.2. Management Skills**

- 7.2.1 Basic skills in managing time and planning and organising work within a set time frame.

## **7.3. Interpersonal Skills**

- 7.3.1 The ability to successfully communicate with members of the public, internal work colleagues and external agencies to achieve mutually agreed outcomes.
- 7.3.2 The ability to consider situations, apply logic and engage in community consultation .to achieve suitable outcomes
- 7.3.3 The ability to present concise arguments, thoughts and ideas in both written and verbal form to ensure that the required message is conveyed and understood by recipients.

## **8. Qualifications and Experience**

- 8.2 Experience dealing with the public in providing quality customer service.
- 8.3 Knowledge of parking and traffic regulations is desirable but not essential..
- 8.4 Ability to comprehend and interpret acts and regulations and decide on an appropriate course of action.

## **9. Key Selection Criteria**

- 9.1 Certificate IV in Government (Statutory Compliance), Certificate IV in Animal Control and Regulation or be prepared to achieve the qualification or have related experience in a regulatory environment
- 9.2 Experience dealing with animals and stock is desirable but not essential.
- 9.3 Demonstrated experience dealing with the public in providing quality customer service.
- 9.4 Knowledge of traffic/parking regulations is desirable but not essential.
- 9.5 Ability to work cooperatively to create a professional and harmonious team environment.
- 9.6 Ability to comprehend and interpret acts and regulations and decide on an appropriate course of action or be prepared to seek guidance from more experienced colleagues.
- 9.7 An understanding of animal issues and their possible impacts on the local community is desirable but not essential.

9.8 Possess a Current Drivers Licence.

9.9 Possess a current Working With Children Check or be prepared to successfully obtain same.

9.10 Be prepared to participate in a seven (7) day afterhours on call roster including weekends and nights if required.

**Authorised by: Director – Development Services**

**Signature:**

---

**Date:**

---

**Employee's Signature:**

---

**Date:**

---