

- 1. Title:** **Casual Ranger**
- 2. Level:** **LGIA 6 (plus Casual Loading)**
- 3. Department:** **Development and Regulatory Services**

4. Position Objectives

- Carry out regular and routine patrols of the Town's parking precincts, facilities, and recreation areas and respond appropriately to observed and reported breaches of parking local laws by providing accurate and timely information (including issuing infringement notices) intended to maintain the desired level of amenity in the Town and to educate rate payers and the general public of their obligations to the community.
- Assist the Ranger Services team when needed in the various tasks and duties undertaken by Rangers, such as animal control etc.
- Provide an efficient and effective parking management and compliance service to the community.
- Ensure Acts, Regulations, Local Laws and Council policies administered by the Town relating to local government parking law enforcement are efficiently and effectively administered in a fair, equitable and transparent manner and in accordance with adopted policies and procedures.
- Perform duties in a responsible, objective, unbiased and courteous customer focused manner, whilst ensuring an efficient, effective and harmonious work environment.
- Provide guidance, advice and information to Town staff and the public, concerning parking legislation enforced by Ranger Services.

5. Requirements of the Position

5.1 Skills (Essential)

- Demonstrated experience in parking law enforcement and patrols
- Demonstrated experience in providing high quality customer service
- Developed verbal and written communication skills
- Developed public relations and interpersonal skills
- Strong negotiating skills and experience dealing with aggressive or difficult persons
- Basic time management skills

5.2 Skills (Desirable)

- Working knowledge of Council Local Laws
- Working knowledge of Council's organisational structure and function
- Sound knowledge of the Town district
- Developed animal handling techniques
- Working knowledge of the Dog Act, Litter Act, Bush Fires Act, Off-road Vehicles Act.

5.3 Experience (Desirable)

- Some experience working with a local authority or Law enforcement authority

5.4 Qualifications (Essential)

- Valid 'C' class Motor Driver's Licence
- Current National Police Clearance
- First Aid Certificate from St. John Ambulance

5.5 Qualifications (Desirable)

- Regulatory Officer Compliance Skills (ROCS) 1 and 2

6. Key Duties/Responsibilities

6.1 Parking and Local Law Enforcement

- Controls and monitors vehicle parking and enforces relevant laws
- Carries out regular patrols and thorough inspections of car parks, ticketing, chalking and issuing of infringements in alignment with relevant legislation
- Enforces the Off-Road Vehicle Act
- Responsible for impounding of abandoned vehicles
- Provides prompt, empathetic and efficient customer service when dealing with members of the public to meet their needs

6.2 Other Ranger Services (As Needed)

- Controls dogs and enforces the Dog Act
- Controls litter and enforces Litter Act
- Controls Bush Fires Act and enforces local laws related to fire control.
- Responds to noise complaints in conjunction with Principal Environmental Health Officer, as required
- Reports damage to Council property and to signs
- Delivers agenda items, reports and minutes to Councillors
- Delivers and picks up items on behalf of Council as required
- Assists in the planning of community events.
- Any other duties as directed by the Director of Development and Regulatory Services or the Coordinator Rangers and Compliance
- To provide good quality customer service to both internal and external customers often utilising the Town's Customer Service Request Management Software.

6.3 Occupational Safety and Health

- Ensures compliance with Occupational Health and Safety policy

With regards to safety:

- Take reasonable care to ensure own health and safety at work
- Avoid adversely affecting the health and safety of any other person
- Report any unsafe conditions or incidents that occur

7. Organisational Relationships

Responsible to: Coordinator Rangers and Compliance

Internal and External Liaison:

Internal: Director Development and Regulatory Services
Coordinator Rangers and Compliance
Rangers

External: Other Staff and Employees
General Public
Surf Clubs
Schools
Community Groups
Western Suburbs Counter Disaster Committee
WA Fire Brigades Board
Government Departments and Agencies
Combined Animal Control Committee

8. Extent of Authority

Operates under direction of the Coordinator Rangers and Compliance and Rangers within established guidelines, procedures and policies of the Council, as well as statutory provisions of the various Acts and other legislation.

9. Special Conditions

No guaranteed number of weekly hours can be offered. Successful candidates will be contacted on an as-needed basis.

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Coordinator Rangers and Compliance

Signed: _____ Date: _____
Director Development & Regulatory Services