

# Position Description



## Job Details

Job Title:	Car Park Attendant Officer
Reports to:	Facility Officer
Directorate:	City Assets
Position Number:	SP0098, SP0099, SP0100, SP0101
Grade:	B
Date:	August 2018

## Position Purpose/Job Summary

Fairfield City Council owns and manages four multi-storey car parks in the Local Government Area. The effective management of these assets moving forward is important to Council's ongoing financial sustainability and ability to deliver car parking services to the local community.

The Property Division manages and oversees the operations of these car parks. The Car Park Attendant Officer will work collaboratively with the business unit and stakeholders, providing effective and efficient customer service and support to facilitate the delivery of Council's car parking operations servicing 30,000 customers per week.

The key focus of the position is to ensure the smooth function of the car park by directing traffic control, maintain, monitor and inspection of the auto pay stations, entry / exit gates and general cleaning duties. Additionally completion of the required administrative and OHS documentation.

The position will also assist the on-site Facility Officer to manage Dutton Plaza, and will be required to take on this role (as required). These duties will include managing daily operations of Dutton Plaza, including the opening and closing of the centre, tenancy management, monitor cleaning and maintenance enquiries, maintaining the common garbage room, to ensure the protection and enhancement of Council's asset and high quality standard of presentation.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

### Essential:

1. Comprehensive experience in delivery of quality customer service and working within a Car park environment
2. Strong negotiation skills for managing behavioural issues with patrons
3. Ability to work under pressure, deal with high volumes of traffic within a carpark while working efficiently and within timeframes
4. Ability to analyse options, make decisions and exercise sound judgement
5. Demonstrated ability to work constructively and actively in a team environment, and also unsupervised when required
6. Interpersonal and communication skills including oral and written skills, i.e. communication with a diverse range of stakeholders (general public, car park patrons,

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## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- parking enforcement officers, retail tenants of Dutton Plaza, contractors, internal trades)
- 7. Experience in Occupational Health and Safety standards
- 8. Clear criminal record history check
- 9. Current Class C Driver's Licence

### Desirable:

- 10. Senior First Aid Certificate
- 11. Blue Card Traffic Control Licence

## Key Accountabilities – Position Specific

1. Assist with the efficient and effective operation of the Car Park and Dutton Plaza by providing excellent customer service to customers and patrons
2. Implement Car Park and Dutton Plaza's opening and closing procedures to ensure procedures are undertaken in accordance with the facilities' operating process and procedures
3. Supervise contract work undertaken on behalf of Council to ensure work is effectively coordinated and completed
4. Maintain and clean Car Park and Dutton Plaza's grounds and surfaces to contribute to a high standard of presentation and cleanliness
5. Oversee the completion of accountable documents (WHSMS inspection forms, induction forms, etc.) to ensure that accurate records are kept and delivered to appropriate staff within agreed time constraints
6. Monitor hygiene, cleaning stock and equipment to ensure adequate inventory of stock required to undertake duties (for car park and Dutton Plaza's facilities)
7. Arrange repairs with internal trades team for plant and equipment to ensure good working order
8. Take on the duties of the On-site Facility Officer (as required)
9. Provide customer service, fielding enquiries and requests from internal and external stakeholders, identifying their needs and addressing or referring promptly to determine and implement an appropriate course of action and provide solutions

## Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council (including but not limited to EEO, OHS and Risk management)
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

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Reporting Relationships
Refer to the relevant organisational chart.
Direct: NIL
No. of Indirect: NIL

Key Relationships	
1 Internal	
Communicating with	Nature of Communication
Staff within the Business Unit and/or Branch	Daily and on a face to face basis, and/or by telephone when necessary to provide data, information, administrative support, guidance and advice, participate in meetings and respond to requests and enquiries
Staff within the organisation in other Business Unit and/or Branch	On a regular basis either face to face basis, and/or by email and telephone to answer enquires/requests for data and information, provide administrative support, provide advice and guidance and build and maintain relationships
Key Relationships	
2 External	
Communicating with	Nature of Communication
Customers, residents, Government bodies, external stakeholders and suppliers and consultants	To seek input, request quotes, exchange information and provide advice where necessary

Position Dimensions
<ul style="list-style-type: none"> <li>Assist Knightguard (open Auto Pay front door to allow collection officers to remove and replace note / coin banking safes)</li> <li>Create and submit maintenance request/repairs (when required)</li> </ul>

Decision making Authority & Accountability
1. The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1

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- 2. The position takes into consideration information gathered, needs of customers, users and stakeholders in determining and implementing appropriate solutions and action
- 3. The position is guided in its decision making by relevant Council policies, legislation, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current

## Problem Solving

The Car Park Attendant Officer is responsible for solving problems and providing solutions to issues that affect customers and the community. Resolution of these issues involves balancing the needs and expectations of customers within the constraints of Council resources.

Challenges facing this position include:-

- 1. This position is expected to solve problems relating to customer complaints predominately arising from use of paystations, entry / exit gates, reserved car parking spaces, traffic congestion and their interpretation of the fee policy / structure.
- 2. Review and monitor the reserved car parking facilities and liaise with Community Enforcement Officer regarding the issuing of infringement notices
- 3. Monitor the level of traffic and congestion to ensure it is kept to a minimum
- 4. Manage the regular maintenance and upgrades of plant and equipment given the large volume of car park patrons
- 5. Manage unmanned car parks to undertake regular checks on systems and equipment and lodge service calls out when required

## Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>