



TaurangaCity

Job description

Title	Parking Officer
Number	2EM20A-F no G, but H
Group	Regulatory and Compliance
Division	Environmental Regulation
Reports to	Team Leader: Regulation Monitoring
Direct reports	N/A
Date	22/03/2022

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to monitor the use of parking infrastructure and promote city safety by applying the appropriate legislation and fulfilling the City Ambassador public relations role.

Key outcomes

Customers experience an efficient and effective Parking Officer service.	<ul style="list-style-type: none">• Professional behavior is always projected when dealing with customers.• All administration tasks and Customer Service Requests are processed promptly and accurately within expected KPI's.
The Parking Officer Team's work plan objectives are achieved.	<ul style="list-style-type: none">• Carry out fair and consistent parking patrols that align with legislation and council policies & procedures.

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	<ul style="list-style-type: none"> • Enforce relevant legislation and by-laws. • Issue Infringement notices in accordance with operational procedures and gather accurate evidence of offences.
The Parking Officer Team project a friendly and helpful public image as City Ambassador.	<ul style="list-style-type: none"> • Advice and assistance provided is accurate and meets the needs of the customer. • Support the travel safe coordinator's with safety programmes around schools. • Carry out the City Ambassador function on behalf of Tauranga City Council whilst on duty. • Maintain effective relationships with Police and other stake holders.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person Specifications

Essential
<ul style="list-style-type: none"> • Excellent communication skills and experience in conflict management. • Resilience.

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections