Position Title: Civic Services Officer

Award and classification: Wodonga City Council Enterprise Agreement 2018 to 2021
Remuneration dependent on qualifications and experience

Directorate: Business Services

Business unit: Environment and Community Protection

Reports to: Team Leader Compliance

Supervises: Nil

Employment status: Full time

Date: February 2019

Employee name: Vacant

ORGANISATIONAL CONTEXT

Wodonga Council’s vision is that Wodonga is a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Civic Services Officer will educate the community in relation to Local and Victorian Laws, administer the statutory requirements prescribed by the Road Safety Act, Local Government Act, Country Fire Authority Act, Domestic (Feral & Nuisance Animals) Act 1994, Impounding of Livestock Act and Litter Act, Tobacco Act, and provide a regulatory role when required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Animal Control

- Patrol the municipality to ensure the provisions of the Domestic Animals Act 1994 are enforced on a daily basis by impounding, releasing and/or destroying unclaimed dogs and cats.
- Maintain the animal management registers or updating other records to ensure accurate information of data, including infringements are all recorded, on a daily/weekly basis.
- Investigate all relevant complaints concerning breaches of the Domestic Animals Act 1994 within one working day of receipt and initiate appropriate action or provide advice and direction as required.
- Provide assistance to relevant Authorities and/or Council Officers as required to ensure enforcement of the statutory controls and procedures of the Domestic Animals Act 1994, and attend Court/VCAT as required.
- Maintain the animal control vehicle ensuring the vehicle is kept in a roadworthy and tidy condition.
- Transport impounded animals to the pound facility.
- Collect and dispose of dead animals from roads if required.
- Capture, impound and destroy (as necessary) livestock, animals or wildlife posing a threat to the public.
- Investigate and enforce the requirements of the Impounding of Livestock Act to the standards set in contracts with Vic Roads and/or other agencies.
- Provide assistance as required in educating the community in relation to animal control.
- Investigate complaints concerning breaches of the Prevention of Cruelty to Animals Act.
Local Laws Enforcement

- Patrol municipality to identify and rectify problems associated with abandoned vehicles, overhanging trees, abandoned shopping trolleys, unauthorised signage and/or other unauthorised activities.
- Undertake patrols and provide and maintain data for the Team Leader as required.
- Provide assistance to all corporate units with the collection and conveyance of Council monies and mail as required.
- Investigate all complaints concerning breaches of Council's Local Laws and other statutes, and ensure that such complaints are investigated within one working day.
- Issue Litter Infringement Notices on establishment of breaches of the Environment Protection Act and maintain accurate and appropriate records of such notices.
- Provide assistance to statutory bodies and Council Officers to ensure the enforcement of statutory controls and procedures.
- Assist with the investigation of complaints about smoking in restricted areas as defined under Tobacco Legislation.

Planning and Building Enforcement

- Provide assistance to the Planning and Building Services Departments to ensure the enforcement of statutory controls and to assist with the investigation of breaches of these controls/laws.
- Obtain suited statements, evidence and prepare brief for legal action for breaches of the Planning and Environment Act/Scheme and/or Building Acts/Regulations.
- Represent council at VCAT hearings and Magistrates Court as required with regard to enforcement proceedings.

Traffic and Parking Supervision

- Patrol and police parking facilities within the municipality including meters, car parks, disabled parking areas, school crossings and public streets to ensure the maximum utilisation of available parking spaces and compliance with the statutory requirements.
- Issue Parking Infringement Notices on the establishment of a breach of statutory requirements and assist as required in the maintenance of accurate and appropriate computer records on a daily basis.
- Investigate all complaints concerning breaches of the Road Safety Act and Road Safety Road Rules and initiate appropriate action or provide advice and direction as required.
- Inspect school crossings on a rostered basis to ensure supervisors are carrying out duties correctly and to monitor parking restrictions to ensure crossings are operated in a legal and safe manner.
- Undertake school crossing supervisor duties as required.
- Impound vehicles as required, completing all documentation and where necessary, arranging for their sale by tender in accordance with council policy.
- Conduct regular inspections of all parking and related signage to ensure they remain legible, meet the standards and suit the needs of all users.
- Provide assistance as required in educating the community in relation to issues in relation to traffic and parking.

Fire Prevention

- Assist with the annual checking of properties for potential fire hazards, and issue clearance notices and permits to burn if required.

Public Education

- Assist in educating the community in relation to Local and/or relevant Victorian Laws relevant to the Authorised Officer status.

General

- Prepare reports and briefs of evidence regarding prosecution for breaches of laws/statutes/regulations, for consideration by the Team Leader Compliance &/or Manager for Environment and Community Protection and, to attend court/VCAT as a witness when required.
- Assist Team Leader with reviewing infringements, briefs of evidence of other staff, and assist the Team Leader with complicated investigations.
• Prepare and/or assist the Team Leader in the preparation of council reports, and attend executive/councillor/council meetings as required.
• Perform other duties as directed by the Team Leader Compliance that are commensurate with the level of skills and nature of the position.

Accountability and Extent of Authority

• The position is accountable for:
  • Ensuring Civic Services management policies and procedures are adhered to and that specified standards are maintained.
  • Maintaining confidentiality of records relating to the Vic Roads information database, as contained in the signed Vic Roads Confidentiality Statement.
  • Ensuring all requests for information and advice to be provided in a timely and effective manner.
  • The position has the authority to issue Parking Infringement Notices, Domestic Animals Infringement Notices, Environment Protection Act Notices, warning notices and act as Council’s Authorised Officer in relation to Local Laws.
  • The freedom to act in this role is limited by standards and procedures, and falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

OUR VALUES

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust
• Talk straight – Say what you mean and mean what you say
• Create transparency – Do not withhold information unnecessarily or inappropriately
• Right wrongs
• Practice accountability – Take responsibility for results without excuses
• Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect
• Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
• Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity
• Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values
• Keep confidences
• Do what you say you will do to the best of your ability
• Be open about mistakes
• Speak of those that are absent only in a positive way

Learning
• Work together and learn from each other
• Continuously improve and innovate
• Be open to change
• There is a high degree of responsibility for results – delivery without excuses

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION MAKING SKILLS

• Ability to use judgement and decision making skills to apply established guidelines and legislation to solve issues or problems.
- Ability to resolve technical issues which may not have been faced previously.
- Guidance and advice are always available within the time available to make a choice.

**SPECIALIST KNOWLEDGE AND SKILLS**

- This is a specialised role involving the interpretation of Acts, legislation, policies and procedures. The role must apply these principles to situations faced in the community.
- Understanding of the importance of good record keeping and the ability to effectively use Council’s document management system.
- A working knowledge of the legal system, relevant Acts, Regulations and Local Laws, and relevant business practices.
- The ability to conduct interviews and resolve disputes in a non-confrontational manner.
- Sound knowledge of local government and community services.
- Understanding of property information in the local government environment.
- Ability to contribute to council’s Quality Improvement, and Best Value Program.
- The ability to advise clients, members of public, tribunals or organisations in matters of policy, law or procedure.
- Ability to work as a member of a team to meet organisational requirements.
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.

**MANAGEMENT SKILLS**

- Ability to manage time and plan and organise one’s own work.
- Basic knowledge of personnel practices with the ability to provide supervision and on-the-job training to team members if required.

**INTERPERSONAL SKILLS**

- Well-developed verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of problems of a moderate difficult nature.
- Good written communication skills to communicate with clients, members of the public, and other employees.
- Ability to write reports relating to civic duties.
- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well-defined activities.

**INFORMATION TECHNOLOGY SKILLS**

Information technology skills commensurate with the level of the position including being able to use a computer.

**CUSTOMER CARE**

Meet Council’s Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.
EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY SKILLS

Wodonga City Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of Council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;
- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;
- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- Current Cert IV in Animal Management or Certificate IV in Government compliance and Investigations or similar,
- Demonstrated skills and experience in a customer focused or legislative environment.
- Experience working with animals is desirable.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee on commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee on commencement, and renewed as required)
- Current firearms licence or willingness to obtain one.

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT ROLE REQUIREMENTS

- Capacity to stand occasionally
- Capacity to sit frequently
- Capacity to walk over even, uneven or sloped surfaces repetitively
- Capacity to climb steps and stairs occasionally
- Capacity to lift up to 30 kilograms between ground and waist height occasionally
- Capacity to push and pull up to 50 kilograms occasionally
- Capacity to carry up the 15 kilograms occasionally over short distances
- Capacity to work below waist height occasionally
- Capacity to reach to knee level repetitively
- Capacity to extend either the left and right upper limbs repetitively
- Capacity to laterally flex the lower back repetitively
- Capacity to alternate between sitting and standing occasionally
- Adequate level of physical fitness required
- Ability to work with animals of all sizes from stock to domestic pets
1. Certificate IV in Animal Management or Certificate IV in Government Investigations or similar relevant industry experience in a similar role
2. Demonstrated experience in a customer focused or legislative environment. Please provide specific examples of how you balanced the application of legislation with the provision of excellent customer service.
3. Ability to adapt to change. Please discuss several examples in a professional setting where you have dealt with or lead change.
4. Experience working with customers from diverse backgrounds. Please discuss examples of how you approach customer service and specific scenarios where you have used your communication skills to calm a complex situation.
5. Ability to work on a cyclic roster, which includes after hours, weekends, public holidays and on-call work. This includes being able to be physically present at any location within the Wodonga municipality within 30 minutes of receiving a call whilst performing afterhours on call duties.
6. Please provide brief commentary on your experience handling and/or working with animals.

Staff member signature
Attachment 1

Personal competency framework

**Customer and Community Focus**
- Develop and maintain productive relationships
- Effectively build rapport with internal and/or external customers
- Use community and customer feedback to improve services and relationships
- Continually strive to deliver the best services and outcomes for the resources available
- Have a 'can do' attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries

**Communication**
- Express ideas / thoughts clearly and concisely
- Use language appropriate to audience
- Actively listen
- Give the person you’re with your full attention

**Show Initiative**
- Be a self-starter
- Be proactive
- Take productive action without being asked
- Continually pursue improvement opportunities
- Generate & develop new ideas and share them
- Be willing to question the way things are to find solutions
- Seek out best practice and learn from it
- Use different approaches to resolve issues/develop opportunities

**Quality of Work**
- Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner
- Develop and / or use systems to check accuracy and completeness (e.g. checklists, flowcharts)
- Follow or establish procedures and/or processes
- Thoroughly review own work

**Organisational skills and time management**
- Effectively coordinate priorities
- Effectively manage resources and time
- Be flexible and adaptable to changing circumstances
- Have a 'can do' attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries
- Exceed customer expectations wherever possible

**Workplace Safety**
- Observe safe work methods and practices
- Comply with OH&S policies & practices
- Keep immediate work area clean and tidy (office based staff only)

**Team Work**
- Actively encourage a supportive team culture
- Encourage the sharing of information
- Give and receive feedback openly and look for improvement opportunities
- Take responsibility for team duties