Position description

Civic Services Officer
October 2017
About Wodonga

Wodonga continues to be one of Victoria’s fastest growing regional cities. We have enjoyed a sustained population growth rate, and ongoing residential, commercial and industrial development. Wodonga’s residential population base is fast approaching 40,000; and as a regional hub, Wodonga services a regional catchment of approximately 175,000 people making it the largest city in North East Victoria.

Our mission

We will strengthen the community in all that we do

Our vision

“Our people, our city, our future - by 2033, Wodonga will grow to 50000 people; a city where growth has occurred in harmony with the community and the environment; a city delivering a dynamic and creative place to live, work and invest”

Our organisational values

<table>
<thead>
<tr>
<th>Trust</th>
<th>Talk straight – say what you mean and mean what you say;</th>
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<tr>
<td></td>
<td>Create transparency – do not withhold information unnecessarily or inappropriately;</td>
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<td></td>
<td>Right wrongs;</td>
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<td></td>
<td>Practice accountability – take responsibility for results without excuses; and</td>
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<td></td>
<td>Extend trust – show a willingness to trust others, even when it involves a measure of risk.</td>
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<thead>
<tr>
<th>Respect</th>
<th>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion; and</th>
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<td>Listen first – seek to understand others before trying to diagnose, influence or prescribe.</td>
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<thead>
<tr>
<th>Integrity</th>
<th>Tell the truth in an appropriate and helpful manner that does not compromise the organisations objectives and values;</th>
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<td></td>
<td>Keep confidences;</td>
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<td>Do what you say you will do to the best of your ability;</td>
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<td>Be open about mistakes;</td>
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<td>Speak of those that are absent only in a positive way.</td>
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<thead>
<tr>
<th>Learning</th>
<th>Work together and learn from each other;</th>
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<tr>
<td></td>
<td>Continuously improve and innovate;</td>
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<td>Be open to change;</td>
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<td>There is a high degree of responsibility for results – delivery without excuses.</td>
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**Our organisational behaviours and personal competencies**

Our personal competencies set a clear expectation regarding our behavior at work and reflect the manner in which we interact with each other and our community.

Our personal competencies are held in high regard – we refer to them throughout the employment lifecycle.

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<tr>
<th><strong>Interpersonal effectiveness</strong></th>
<th>Express ideas/thoughts clearly and concisely;</th>
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<tr>
<td></td>
<td>Give the person you’re with your full attention</td>
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<td>Use language appropriate to audience</td>
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<td></td>
<td>Actively listen</td>
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<thead>
<tr>
<th><strong>Community and customer focus</strong></th>
<th>Be friendly, co-operative and helpful</th>
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<td></td>
<td>Have a ‘can do’ attitude</td>
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<td>Develop and maintain productive relationships</td>
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<td>Respond promptly to customer enquiries</td>
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<td>Continually strive to deliver the best services and outcomes for the resources available</td>
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<td></td>
<td>Effectively build rapport with internal and/or external customers</td>
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<td>Use community and customer feedback to improve services and relationships</td>
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<thead>
<tr>
<th><strong>Organisational skills and time management</strong></th>
<th>Effectively manage resources and time</th>
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<tr>
<td></td>
<td>Be flexible and adaptable to changing circumstances</td>
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<td></td>
<td>Effectively coordinate priorities</td>
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<tr>
<th><strong>Quality of work</strong></th>
<th>Thoroughly review own work</th>
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<td></td>
<td>Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner</td>
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<td>Follow or establish procedures and/or processes</td>
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<td>Develop and or use systems to check accuracy and completeness (for example, checklists and flowcharts)</td>
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<th><strong>Show initiative</strong></th>
<th>Take productive action without being asked</th>
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<td>Be proactive</td>
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<td>Seek out best practice and learn from it</td>
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<td>Continually pursue improvement opportunities</td>
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<td>Be willing to question the way things are to find solutions</td>
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<td>Be a self-starter</td>
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<td>Use different approaches to resolve issues/develop opportunities</td>
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<td>Generate and develop new ideas and share them</td>
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<th><strong>Team work</strong></th>
<th>Take responsibility for team duties and contribute</th>
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<td>Actively encourage a supportive team culture</td>
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<td>Give and receive feedback openly and look for improvement opportunities</td>
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<td>Encourage the sharing of information and ideas</td>
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<tr>
<th><strong>Workplace safety</strong></th>
<th>Keep immediate work area clean and tidy (office staff)</th>
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<td>Observe safe work methods and practices</td>
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<td>Comply with occupational health and safety policies and practices</td>
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Position summary and 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.

Position title: Civic Services Officer
Position classification: Band 5
Award/agreement: Wodonga City Council Enterprise Agreement 2015 to 2018
Directorate: Business Services
Department: Environment and Community Protection
Reports to: Team Leader Compliance
Supervises: Nil
Internal liaisons: All internal business units
External liaisons:
- Local Police
- DEWLP/DEDJTR
- Animal Welfare Agencies
- Vic Roads
- Local Vets
- Other Councils
- VCAT
- Magistrates Court
- General Public
- Building Commission or equivalent
- Department of Health and Human Services (DHHS)
- Other State or Federal Government Departments or Agencies as required.
- Victorian Department of Health and Human Services
Key Responsibilities

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 Councils 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.

Workplace health, safety and risk management

- Understand the principles of risk management and their application to all aspects of council activity.

Emergency Management

- As part of the responsibilities associated with this position, the Civic Services Officer is expected, within reason, to assist the Wodonga City Council in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the
Key Accountabilities 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.

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 skills and knowledge

- 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.

Qualifications and experience

- Current Cert IV in Animal Management with skills and experience in a customer focused or legislative environment.
- Current driver's licence.
- Current firearms licence or willing to obtain one.
- Experience working with animals is desirable.

Critical physical job demands

- 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
Key Selection Criteria

1. Certificate IV in Animal Management or relevant 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.

Employee’s Signature:  
Supervisor Signature:

Date:  
Date: