Job Summary

Position Title: Officer, Parking Services
Position number: 399
Classification: APS Level 5
Section: Estate Management
Branch: Operations
Immediate supervisor: Manager, Parking
Security clearance required: Baseline

Duties

Under limited direction:

1. Assist with contract management for the integrated parking services, which includes but is not limited to the following functions:
   - Ticket machines (service and maintenance). Manage all inquiries, complaints and issues relating to the parking system including the pre-purchase ticket system and smartcard for volunteers and liaise with the parking call centre. Ensure any faults are rectified within required timeframes.
   - Cash collection. Liaise with, coordinate and rectify issues as required.
   - Enforcement. Manage all inquiries, complaints and issues relating to enforcement including infringement management, rostering of staff for events, monitoring of permits.

2. Manage responses to enquiries in relation to parking services.
3. Understand and apply parking legislation which forms the framework for parking operations, including assisting with the legislative and governance reviews of projects.
4. Assist with the operational implementation of the various parking services projects.
5. Prepare drafts of any relevant instructions, reports and/or supporting documentation concerning pay parking.
6. Liaise with internal stakeholders and external agencies on related matters and work cooperatively with people inside and outside the NCA.
7. Assist with the NCA’s Debt Recovery process, including the provision and preparation of any relevant documents; liaise with NCA appointed legal service provider or attend ACT Magistrates Court on hearing days.
8. Conduct site inspections including risk identification and management within car parks and manage a maintenance issues register.
9. Participate as a constructive member of the National Capital Authority and provide reasonable support with Branch functions as required.

Job Skills and Qualifications

- Pay parking or regulatory compliance experience.
- Understanding of legislative frameworks.
- Ability to gain and maintain a security classification of Baseline is mandatory.

Preferred Experience

- Qualifications in contract management or industry experience is desirable.
Selection Criteria

1. Well-developed oral and written communication skills including the ability to prepare reports and other correspondence.
2. Demonstrated experience in pay parking or regulatory compliance.
3. Demonstrated experience interpreting legislation and the application of legislation to the relevant field of operations.
4. Relevant experience in use of various software technologies such as accounting systems, infringement management, parking meter management, file management and Microsoft Office.
5. Demonstrated experience in actively participating in a team that is service and solutions-oriented.