

# POSITION DESCRIPTION

---

## 1. POSITION DETAILS

**Position Title:** City Ranger  
**Division:** City Operations  
**Unit:** City Rangers

---

## 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

Team Leader

**Titles of Positions which report to this position:**

Nil

---

## 3. PRIMARY PURPOSE OF POSITION

To apply the on street parking and Local Government legislation in the City of Sydney's Local Government Area through the effective patrolling of the roads, parks and other areas where the public gather. Provide information to members of the public about regulatory and parking requirements in the City of Sydney, including the parking penalty notice process. Reporting issues relating to the City's streets, assets or services.

To promote and maintain the image of the City Rangers unit as both efficient and courteous in all dealings with other staff members, the public and external organisations.

---

## 4. POSITION OBJECTIVES

The major objectives to be achieved by the City Rangers are:

- A highly effective, efficient, consistent and responsive regulatory and on-street parking enforcement behavior;
- A customer focused approach is modelled and sustained;
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior;
- To take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

---

## 5. POSITION ACCOUNTABILITIES

- Patrol allocated sectors and beats and issue penalty notices for breaches of the parking legislation, as well as other legislation under which they are authorised to act;
- Assist members of the public with their day to day enquiries, as a representative of the City of Sydney;
- With an emphasis on customer service and corporate values, perform all duties efficiently and effectively to achieve the City Ranger unit goals and objectives;
- Report irregularities in signposting, faulty or vandalised parking meters or parking ticket machines, and damaged or faulty City assets;
- Report identified issues relating to the provision of services by the City, or, where there is an impact on the City's delivery of services, report

- issues relating to the provision of services by other organisations;
- Answer enquiries from the public as far as they are able, especially relating to the issue of parking and other penalty notices. The position entails extensive communication with members of the public, which may sometimes take place in stressful circumstances;
  - When dealing with difficult customers the position holder is required to ensure an efficient and effective solution is reached in accordance with existing policies and instructions;
  - Prepare and present evidence at Courts of various jurisdictions;
  - Ensure that all equipment issued for individual use by rangers is properly maintained and any damages and/or malfunctions are reported in accordance with instructions;
  - Contribute to the City Ranger unit's continuous process improvement and feedback programme;
  - Collect and provide statistical information as required;
  - Undertake professional development activities as directed;
  - Other duties within the City Rangers unit as reasonably required.
  - Comply with legislative, industrial and Council's policy requirements and standards in the areas of Equal Employment Opportunity, Workplace Health and Safety, Rehabilitation and Records Management;
  - At all times strictly adhere to legislation, the prevailing Award, Standard Operating Procedures, work instructions and the Code of Practice;
  - The position holder is required to resolve problems of a routine nature. This would include determining whether a breach of regulatory or parking legislation has occurred;
  - Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position;
  - The position holder is available to work rotating shifts over a 24 hour period and over seven days of the week if rostered; and is available to work from any location within the City of Sydney's Local Government Area.

---

## 6. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES

Employees have an active role to play in the Safety Management System (SMS). Employees shall be responsible and accountable for:

- Working safely so as not to put themselves or others at risk;
- Ensuring a hosted visitor is made aware of any relevant site safety rules and procedures;
- Cooperating and complying with any established safe work method statements or standard operating procedures designed for your health and safety and participate in developing these;
- Notifying your immediate supervisor of anything that might have the potential to cause harm to yourself or others;
- Reporting all accident or incidents to your supervisor immediately;
- Following all instructions and procedures;
- Attending safety training;
- Reporting all hazards;

- Participating in accident/incident investigation and risk management activities;
- Complying with the requirements of the City's Return to Work program.

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; *Responsibility, Authority and Accountability (RAA) Matrix*.

---

## 7. AUTHORITY TO ACT

The position holder will be required to adhere strictly to the applicable legislation, orders, instructions and codes or directions from The Manager, City Rangers. Unusual or non-routine problems will require consultation with Control Room staff or Team Leaders.

The incumbent has the authority to take any reasonable steps to ensure the smooth flow of operations is maintained, providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements

All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

---

## 8. ESSENTIAL CRITERIA

- Excellent customer service skills arising from a strong background in customer service;
- Effective oral and written communications skills in the English language;
- The strength of character and the skills to deal effectively with difficult customers;
- The ability deal with people in a calm, courteous and helpful manner at all times;
- The ability to pass City Rangers approved course of training in the application of legislation;
- The ability to undertake the physical demands of the position;
- Computer and keyboard skills;
- Current driver's licence permitting the holder to drive a motor vehicle in New South Wales;
- Demonstrated commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles.

### DESIRABLE CRITERIA

- Demonstrated knowledge of the *Roads Transport Act 2013* and the *Road Rules 2014*;
- Proficiency in using 'PinForce' penalty notices issuing software application;