

SHAPING AN
AWESOME
HAMILTON

Parking Assistant

Infrastructure and Assets

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Infrastructure and Assets group**. The purpose of this group is to plan, build, operate, and maintain quality assets and infrastructure. Read on to find out more about the role.



What you will do

In this role, you will:

- Report to the Senior Parking Officer, the key focus of this role is to provide an efficient, effective and ethical parking enforcement service to the city; to maintain and improve the image of Council through the delivery of warden’s activities in an ambassadorial and customer friendly manner.

Reports to	Senior Parking Officer
Responsible for (total number of staff)	Nil
Delegation	\$0.00
Budget	\$0.00

Key responsibilities

Some of the **key responsibilities** for this role include:

Parking Activities

- Infringement notices are issued in accordance with unit standards and the statutory requirements ensuring no ensuing legal action against Council, failure in court or adverse reaction from Ombudsman.
- Ensure that scheduled areas or events are efficiently monitored by patrols.
- Assistance is provided to new Parking Officers training on-the-job.
- Presentation of cases is undertaken in court as witness when required.
- Abandoned vehicles are reported and processed correctly.

- Coverage of weekend and after hours work when requested by the Team Leader for Operational Requirements.

Customer Service

- A positive and helpful attitude is presented to the public at all times.
- Support and back up is provided to other staff both within the unit and outside as required, teamwork is paramount.
- Portray our customer promise and values with a friendly and approachable personality.

Health and Safety

- Adheres to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.
- Participate in health and safety relating to position activities.
- Stop and/or report any unsafe practices.

Organisational contribution

- Contributes to special projects as required
- Participates in Civil Defence emergency events and training if required
- Contributes to innovation by improving work process and systems.
- Supports and models HCC Qualities.
- Adhering to the core values of the organization

How you will do this

Our team culture is critical to our success. It’s vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- School Certificate or NZQA equivalent in English & Mathematics.
- Current, clean and full NZ Driver's License
- Previous experience in a customer facing role
- Fit and able to walk 15-20 km each day
- Advanced communication skills
- Ability to work well autonomously and within a team
- High integrity
- Calm demeanor for de-escalations
- Adaptable
- Resilient
- Ability to work well within a team environment
- Ability to work autonomously
- Highly accurate and thorough especially attention to detail with data entry
- Excellent problem-solving skills
- Understanding of Traffic Regulations
- Previous enforcement experience would be ideal

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*