

Job Title & Position Number: Ranger (Ref: 1196)

Level: 4

Line Manager: Coordinator Ranger Services

Direct Reports: Nil

Location: Civic Centre

Date Reviewed: October 2024

1. Job Purpose

Implement the Ranger Services Team obligations and functions in a legal, professional and efficient manner.

Ensure compliance with relevant animal control, local laws, parking, camping grounds and caravan parks, off-road vehicles and litter legislation.

Provide ranger services advice and expertise to the Regulatory Services Branch and the Director Development Services.

2. Organisational Context

The position of Ranger is part of the Regulatory Services Branch within the Development Services Department. In total, four (4) branches report to the Development Services Director including City Growth, Customer & Business Engagement, Property Services and Regulatory Services.

3. Key Accountabilities

- Effectively apply and administer the City's responsibilities in relation to animal management, local laws, parking, camping grounds, caravan parks, off-road vehicles and litter, as per the relevant legislation, Council and community expectations.
- Provide effective customer engagement and build relationships with customers to ensure a consistent and responsive customer experience.
- Proactively enhance the knowledge of customers in relation to the services provided by the Ranger Services Team and provide customers with the skills and abilities to find critical information in order for them to self-serve if they so choose.
- Respond to general enquiries and complaints (personal, written or telephone) relating to area of expertise and ensure reviews of infringements are handled in a timely manner.

- Contribute towards the development and implementation of guidelines, policies and procedures in relation to ranger services.
- Liaise with other City Departments/Branches/Teams as necessary and external agencies as required for ranger services.
- Disseminate information and education programs to the community and relevant stakeholders.
- Assist the Coordinator Ranger Services to mentor work experience students.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

Human Resource Management & Leadership – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.

WHS – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.

Ethical Behaviour – Demonstrates a positive commitment and compliance with all relevant legislation, including but not limited to workplace discrimination, harassment, victimisation, bullying, fraud and corruption while ensuring compliance with the City's Code of Conduct and all City policies.

Records Management - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.

Budgets – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

Strategic Vision - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required

Values - create a positive working environment while upholding the City's STARS:

SERVICE

- *We will make customers the focus of everything we do.*
- *Our service will be fair, flexible, innovative and reliable.*
- *We will show genuine concern for customers.*

<p>TRUST</p> <ul style="list-style-type: none"> • We will trust the foundation of all relationships. • We will rely and depend on each other. • Our communications will be open and genuine.
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • We will honour our commitments. • We will take responsibility for our own actions. • We won't blame others. • We hold each other accountable for our actions and behaviours.
<p>RESPECT</p> <ul style="list-style-type: none"> • We will treat others like we would like to be treated. • We will listen before we talk. • We will seek and value the contributions of others.
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • We will be united in our decisions. • We will be united in our actions. • Our strengths will come from interdependence.

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Diploma in Local Government (Regulatory Services), Business or Compliance and/or experience with relevant certificate level qualification
- First Aid Certificate
- C Class Driver's Licence
- Previous experience in all facets of ranger services operations including (but not limited to) animal control, local laws, parking, camping grounds and caravan parks, off-road vehicles and litter
- Previous experience with ranger services related legal proceedings (desirable)

Knowledge and Skills

- Sound knowledge and appreciation of relevant legislation, regulations and current ranger services requirements, principles and practices within Western Australia
- Thorough ability to develop, maintain and contribute towards a cohesive team environment
- Sound computer literacy, interpersonal, negotiation, public relations, customer service, reporting and communication (both written and verbal) skills
- Sound analytical, investigative and problem-solving skills

- Thorough sense of initiative with the ability to work autonomously
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles