

POSITION TITLE: Compliance Officer **POSITION NO:** 2627

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 3

CERTIFIED AGREEMENT: Officers – 2020 **AWARD:** QLGIA

DEPARTMENT: Liveability

BRANCH: Environment & Planning

SECTION: Compliance

REPORTS TO: Senior Compliance Officer

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

To provide customer focused administration and enforcement of Council's Local Laws and relevant State Legislation.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Prioritise, investigate and respond to customer requests.
2. Provide professional, technical advice and support in relation to compliance issues.
3. Undertake enforcement duties and regular inspections in accordance with relevant legislation.
4. Inspect properties, investigate complaints and serve notices to ensure compliance with Council's local laws and relevant State legislation.
5. Issue correspondence, directions, compliance notices and enforcement notices for alleged breaches of relevant legislation, and ensure effective follow through.
6. Undertake investigations, obtain appropriate evidence and make recommendations for lawful proceedings as required.
7. Impound straying domestic animals, stray stock, abandoned vehicles, illegal advertising devices and other illegally placed goods as required on a public place.
8. Design, implement, manage and coordinate projects and targeted management programs.
9. Assist with community education programs e.g. drumMUSTER, National Desexing Network, Microchipping Days, petPEP etc.
10. Complete additional activities and reasonable directions given by management.

3. ADDITIONAL FACTORS

- Participation in after hours and weekend work is a requirement of this position
- Level of fitness required to undertake a broad range of physical tasks
- Working outdoors in hot conditions

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- Working with Children Blue Card, or eligibility to obtain.

5. KEY SELECTION CRITERIA

1. Experience in the investigation and enforcement of local laws including knowledge of legal processes and evidence collection.
2. Sound knowledge of animal behaviour, animal control and animal identification.
3. Ability to interpret and enforce legislation and Council's Local Laws, together with a sound knowledge of the legal process and evidence collection.
4. Well-developed negotiation and conflict resolution skills and the ability to work under pressure when dealing with difficult customers in stressful situations.
5. Sound level of keyboard and computer skills including sound knowledge of the MS Office Suite and the ability to acquire knowledge of Council's corporate software systems.
6. Well-developed oral and written communication skills.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Liveability: Peter O'May	Signature: 