

## POSITION DESCRIPTION



<b>Title:</b>	<b>Compliance Officer</b>
<b>Location:</b>	<b>Roma</b>
<b>Incumbent:</b>	<b>Vacant</b>
<b>Reports to:</b>	<b>Senior Compliance Officer</b>
<b>Accountable to:</b>	<b>Manager Environmental Health</b>
<b>Classification:</b>	<b>Level 3 to 5 Queensland Local Government Officers Award plus Maranoa Regional Council Officers Certified Agreement 2012</b>
<b>Reviewed by:</b>	<b>Human Resources &amp; Environmental Health</b>
<b>Review date:</b>	<b>April 2013</b>
<b>Approved by:</b>	<b>Chief Executive Officer</b>
<b>Next review:</b>	<b>In line with Performance Appraisal or when position becomes vacant</b>

### Position Objective

1. To assist in the implementation of regulatory compliance, investigations, inspections and monitoring of Council's local laws and other local government delegated legislation.
2. To educate the community on appropriate practices in relation to relevant Legislation and Council's Guidelines.
3. Champion the organisation as a proud, positive and professional work environment for all clients and work colleagues.

### Requirements of Job

#### (a) Skills

- Good interpersonal and communication skills including both team work and public relation skills.
- Ability to deal with customers at all levels in a tactful, empathetic and courteous manner.
- Provide informed, innovative and comprehensive answers to enquires from customers
- Skills in the preparation and presentation of clear, concise and accurate reports. (written or electronic)
- Well-developed time management and prioritisation skills for own work.
- Proficient computer skills using a range of technologies. Ability to use Microsoft Word, Excel, PowerPoint, TRIM, Authority and the Web required.
- Ability to productively work autonomously and in a team environment.

- Ability to provide a high standard of customer service when handling enquiries via the telephone, front counter (when required), email, fax etc to ensure that customers receive accurate and timely information.

**(b) Knowledge and Experience**

- An understanding of administration procedures and practices.
- An understanding of computer software applications including Microsoft Office, TRIM and Authority.
- Experience in Animal Control / Animal Behaviour.
- Experience in investigating complaints.
- Knowledge and experience in compliance/investigation or Regulatory Services

**(c) Qualifications**

- Certificate IV in Investigations.
- State Penalty Enforcement Registry training.
- Current Queensland Class C drivers licence.
- Completion of an 'Animal Control' course will be highly regarded
- Conflict Resolution training

**(d) Training**

- Ongoing training will be provided to ensure the position holder maintains a satisfactory knowledge and skill base.

**Key Responsibilities**

The key responsibilities may be modified from time to time to ensure outcomes are consistent with Council's Corporate and Operational Plans.

**(a) Relationship with Environmental Health Team**

- Maintain a focus, establishing and maintaining relationships based on honesty, trust and integrity.

**(b) Functional Responsibilities**

***Compliance Activities***

- Interpret and carry out enforcement activities pertaining to relevant Acts, Regulations and Council's Local Laws
- Conduct daily patrols of specific areas taking responsibility for investigation of complaints and enforcement actions and follow up actions
- Respond to, schedule and investigate reported breaches of Local Laws and other legislation in a prompt and professional manner exercising discretion and sensitivity at all times.
- Accurately record information including inspection details and ensure that infringement penalty notices are issued in accordance with legislation.

- Prepare evidence relating to enforcement action taken by Council and make recommendations for action to Senior officers
- Represent Council in a professional manner and display a positive image whilst conducting duties.
- Register documents and action tasks within identified timeframes in accordance with Council's Records Management Policy and Procedures.
- Participate in the "On Call" roster when required
- Adhere to safety and compliance requirements and Council's values.

#### ***Administration and other duties***

- Perform other duties as directed by the Manger Environmental Health or other appropriate supervisor.

#### **(c) Financial Management**

- Exercise sound financial management of Council resources

#### **(d) Customer Service**

- Foster and maintain a high quality standard of customer service and public relations for internal and external customers.

#### **(e) Continuous Improvement**

- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities.

#### **(f) Equal Employment Opportunities**

- Treat all work colleagues equally and in a non-discriminatory manner, and with consideration and respect at all times; and
- Be aware of Council's policies and plans in respect of EEO.

#### **(g) Human Resources**

- Promote teamwork and develop and maintain positive work relations and appropriate organisation culture.

#### **(h) Record Keeping**

- Support Council's policies and procedures relating to records management and ensure all corporate information is captured in line with legislative requirements; and
- Ensure own timesheet is accurate, completed and submitted on time.

#### **(i) Teamwork and Participation**

- Perform duties in a professional and ethical manner actively participating in teamwork whilst maintaining and developing personal performance standards.

#### **(j) Workplace Health and Safety**

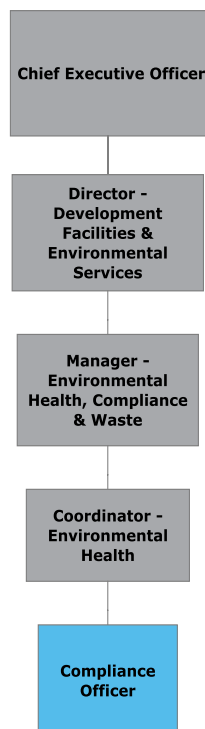
- As agreed in the Obligations Statement follow defined work health and safety policies and procedures (SafePlan 2) relating to the work being undertaken in order to ensure own safety and that of others in the workplace.

### Performance/Skill Standards

The incumbent in this position is responsible and accountable for meeting the performance indicator objectives:

- Tasks allocated are to be performed to agreed standards and/or as per established procedures or guidelines.
- Work goals shall be those as set by the Supervisor, and will be drawn from Council’s Operational Plan and Corporate Plan.
- Work is to be carried out in accordance with accepted Industry Standards, Quality Assurance Standards, Workplace Health and Safety Act, legislative requirements and Council policies, procedures and Local Laws.
- Tasks are to be completed within the time frame set by the Supervisor.
- Actively participate in planning and recommending improvements for effectiveness and efficiency of work tasks.
- Demonstrate a spirit of cooperation toward other employees and the achievement of Council’s aims and objectives.
- Provides an integrated support and management style to streamline operational activities.
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### Reporting Structure



## Organisational Relationships

- a) Reports to: Manager Environmental Health and/or Senior Environmental Health Officer and/or Senior Local Law Officers
- b) Supervises: NA
- c) Internal Liaisons: All Council personnel – employees/contractors
- d) External Liaisons: Business Community, State and Federal Governments, Land Managers; Justices Department; Other Local Governments; Rate Payers; Residents; Council Rate Payers, General Public, and other customers of Council.

## Extent of Authority

- Purchasing Authority Delegation for this position is Nil
- Instrument of Sub-Delegation as per Section 259 of the Local Government Act 2009.
- Computer Access: Microsoft Word, Excel, Outlook, Internet, Intranet, TRIM, Authority, MapInfo.
- Discipline authority: Nil.
- Issues and problems that are not easily solved need to be referred up to immediate supervisor.

## Arrangements

The details contained in this Position Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the position may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the position or the level of responsibility entailed. Consequently, the Council will expect to revise this Position Description from time to time and will consult with the Position Holder at the appropriate time.

## Signed by Position Holder

*(To be signed only following appointment)*

**I have read this Position Description and I agree to undertake the all the duties to the best of my ability.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Key Selection Criteria

- KSC 1** Knowledge and experience in compliance/investigation
- KSC 2** Excellent communication (oral and written) and interpersonal skills, organizational, prioritization and time management skills
- KSC 3** Demonstrate problem solving and negotiation skills with the ability to deal with complaints effectively in order to gain cooperation and assistance from customers, prior to escalating to a Senior Officer
- KSC 4** Demonstrated keyboard and computer operation skills and knowledge of Microsoft Office Suite and the ability to acquire skills to operate corporate computer applications (Authority, TRIM)

## Desirable

- KSC 1** Previous experience in animal control
- KSC 2** Previous experience working in regulatory and or enforcement role