



CITY OF ALBANY POSITION DESCRIPTION RANGER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Ranger	<pre>graph TD; A[Manager Public Health and Safety] --> B[Ranger Coordinator]; B --> C[Senior Ranger]; C --> D[Ranger];</pre>
LEVEL: Levels 3, 4 & 5 City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: Senior Ranger RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to:

- Maintaining high standards of municipal law enforcement.
- Implement the provisions of delegated Acts, Local Laws and Policies.
- Promote community safety, well-being and respect through proactive education.
- Supports the strategic direction of the organisation.
- Perform duties as required within the Ranger Team.

4. KEY RESPONSIBILITIES

GENERAL

Level 3

- Works under direct supervision.
- Conduct routine patrols to prevent and detect offences.
- Respond to complaints for offences under delegated state and local laws.
- Investigate offences and compile case files (under supervision).
- Carry out regular parking patrols to enforce the City's parking local laws as directed.
- Conduct property inspections related to animal containment, fire management notice requirements, and parking obstructions or hazards.
- Maintain equipment, vehicles and pound facilities to a high standard.
- Positively contribute to team activities and perform additional duties as required.

Level 4 (in addition to the above)

- Work under general direction and supervision.
- Plan and manage own workload.
- Takes responsibility for managing work to achieve results.
- Determine day to day priorities of own case load.
- Conduct detailed investigations and compile comprehensive case files.
- Provide quality advice to internal and external stakeholders.
- Prepare quality correspondence, file notes and reports.
- When required, prepare briefs of evidence for court under direction.
- Implement decisions made by management.
- Perform any additional duties as directed, in line with the role responsibilities.

Level 5 (in addition to the above)

- Works under limited supervision.
- Apply statutory and technical knowledge and skills to problem solving and investigations.
- Prepare detailed briefs of evidence for court.
- Attend to more complex duties as required.
- Develop internal and external relationships.
- Assist the Senior Ranger to promote and develop teamwork to ensure teams' outcomes are achieved in a timely manner.
- Exercise responsibility for various functions within the Ranger team.
- Contribute to the administrative requirements of the Ranger team.
- Represent the Ranger team at Community events.
- Provide high quality advice and assistance to other employees on Ranger issues.
- Opportunity to act in role of Senior Ranger or Ranger Coordinator when incumbent on leave.

LEGISLATION

Levels 3, 4 and 5

- Enforce various Acts, local laws and policy relating to animal control, parking, camping, off-road vehicles, illegal dumping of rubbish, fire prevention and advise staff and public of associated requirements on a day-to-day basis.
- Undertake regular patrols to ensure compliance with the Acts, local laws and policy relating to Ranger roles and responsibilities.
- Investigate complaints, collect evidence, report and take action, which may include advice, warnings, infringements and court attendance for breaches of Law identified in the delegated area of responsibility in line with City policy

General/Administration

Levels 3, 4 and 5

- Preparation of routine correspondence and advice, responding to resident and public inquiries.

- Administrative recording and reporting in line with Ranger specific requirements, such as monthly vehicle inspections, body worn camera / trail camera register.
- Compliance with the City of Albany's record maintenance procedures.
- Abide by City of Albany Policies and Procedures.
- Use of the City's customer and records management systems to manage allocated tasks.
- Other administrative and general duties as directed.

Customer Service and Interpersonal Skills

Levels 3, 4 and 5

- Assist with the development and maintenance of co-operative relationships with key stakeholders and community groups.
- Assist with maintaining strategic partnerships that will have measurable benefits to the City of Albany and the community.
- Assist customer enquiries by providing advice, support, educational programmes and information on the broad range of animal control, parking, camping, fire prevention and other related activities within the Ranger Team.
- Participate in community engagement and education activities.

Level 3 (In addition to the above)

- Works with regular supervision and assistance respond to inquiries and provide general advice on statutory requirements (animal ownership, litter, parking, fire management notice etc.).

Level 4 (In addition to the above)

- Works under general supervision to undertake same responsibilities as Level 3 and:
- Provide advice on how to comply with relevant Acts, codes, regulations, local laws and Council policies.
- Liaise with internal teams including, reserves (managed and natural), waste management and planning in response to complaints or offences that cross internal jurisdiction.
- Assist Senior Ranger as required, to implement policies and procedures, and change when introduced.

Level 5 (In addition to the above)

- Works under limited direction to undertake the same responsibilities as Level 3 and 4 at a proven, competent level.
- Respond to complex inquiries and aid other team members as required with general and complex inquiries.

LEADERSHIP

Level 4

- May assist supervising level 3 team members and act as Senior Ranger when required.

Level 5 (in addition to the above)

- Assists and supervises level 4 team members.
- Acts in place of Ranger Coordinator as required.
- Assist Senior Ranger to promote best practice and strive for ongoing improvement within the Ranger team.

Work Health and Safety

Levels 3, 4 and 5

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that are within our own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WH&S Act and Regulations.

- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they seem.

5. REQUIREMENTS OF THE JOB

SKILLS

Level 3

- Strong customer service focus and commitment.
- Excellent interpersonal skills, relates well to others and works cooperatively as part of a team, with the ability to build relationships within the organization and in the community.
- Excellent communication skills and customer service skills – able to communicate with influence.
- Well organised, efficient, and able to prioritise and schedule own work to achieve outcomes in timely manner.
- Good standard of computer, keyboard, and data entry skills; able to use Email, Internet, Word and Excel.
- Demonstrated skills in four-wheel driving over different terrains.

Level 4 (in addition to the above)

- Demonstrated ability to work under limited supervision.
- Excellent time management.
- Able to provide guidance and training to other team members.
- Proven ability to work in a multi-skilled team environment and reconcile conflicting resource requirements of other internal stakeholders.
- Demonstrated ability to provide accurate advice to customers on their statutory obligations.
- Shows initiative, identifies problems and suggests solutions, recommend improvements to procedures in administration, customer service, and City of Albany web site or publications.

Level 5 (in addition to the above)

- Demonstrated ability to work independently.
- Demonstrated knowledge of and experience in all duties/tasks listed under 'Key Responsibilities' above.
- Has experience in or demonstrates good leadership skills and can act as Senior Ranger or Ranger Coordinator as required.
- Represent the City of Albany in Albany Magistrate's Court at first appearance matters as required.

KNOWLEDGE

Level 3

- Basic knowledge of statutory provisions relating to law enforcement.
- Basic understanding of the investigative process, legal procedures and prosecutions.
- Experience appearing in Magistrate's Court as a witness (desirable).

Level 4

- Intermediate knowledge of statutory provisions relating to law enforcement.
- Developed understanding of investigative process, legal procedures and prosecutions.
- Experience appearing in Magistrate's Court as a witness.

Level 5

- Advanced knowledge of statutory provisions relating to law enforcement.
- Advanced understanding of investigative process, legal procedures and prosecutions.
- Experience appearing in Magistrate's Court as a witness.
- Experience representing City of Albany in Magistrate's Court at first appearance matters (desirable).

EXPERIENCE AND QUALIFICATIONS

Level 3

- Experience in a customer service /administrative role.
- Experience working in a regulatory environment (desirable).
- Some experience handling animals and understanding animal behaviour.
- Experience four-wheel driving on various terrains (desirable).

Level 4

- Demonstrated knowledge and experience in a customer service /administrative role.
- Demonstrated experience working in a regulatory environment (desirable).
- Demonstrated experience Handling animals and developed understanding of animal behaviour.
- Demonstrated experience four-wheel driving on various terrains.
- Minimum 2 years' experience working in a similar regulatory and investigative environment.

Level 5 will have proven experience in:

- Excellent knowledge and proven experience in a customer service /administrative role.
- Proven experience working in a regulatory environment.
- Proven experience handling animals and sound understanding of animal behaviour.
- Proven experience four-wheel driving on various terrains.
- Holds a qualification in a regulatory environment.
- Minimum 5 years' experience working in a similar regulatory and investigative environment.

In addition to the above, the following is expected of all Ranger levels:

- 'C' Class driver's licence.
- National Police Clearance
- Regulatory Officer Compliance Skills (ROCS) 1 & 2 (or Municipal Law A and B); (course can be completed after commencement of work – applicable to Level 3 only) – or equivalent regulatory qualification.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____