



## MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

<b>POSITION:</b>	Local Laws Ranger (O-FT-1181)
<b>EMPLOYMENT STATUS:</b>	Permanent
<b>AWARD CLASSIFICATION:</b>	Level 4 Queensland Local Government Industry (Stream B) Award – State 2017 in conjunction with Mount Isa City Council Certified Agreement 2018
<b>DEPARTMENT:</b>	Local Laws
<b>SECTION:</b>	Regulatory Services

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### POSITION OBJECTIVE

Provide customer focused enforcement of Council's Local Laws and relevant State legislation with an emphasis on information, education and self-regulation.

### ORGANISATIONAL RELATIONSHIPS

Reports to: Local Laws Coordinator

Supervises: Nil

### REQUIREMENTS OF THE POSITION

#### Skills, Knowledge and Experience

- Ability to deliver accurate and timely customer service, exercising sound judgement and initiative;
- Well-developed interpersonal skills to liaise with members of the public and build effective relationships;
- Competent in the use of the Microsoft Office suite of programs;
- Effective written communication and report writing skills;
- Self-motivated with strong time management, problem solving and decision making skills;
- Knowledge of or ability to obtain knowledge of Council policies and procedures;
- The physical ability to undertake Local Laws duties.
- Demonstrated understanding of relevant legislation and ability to interpret and implement relevant legislation;
- Experience in animal control and behaviour and ability to safely handle a various type of animals;
- Experience handling complaints and the ability to effectively problem solve and negotiate;
- Ability to work with limited supervision;
- Well-developed interpersonal skills to liaise with members of the public and build effective relationships;
- Ability to perform Local Laws out of hours on call functions and respond to emergency callouts when rostered.

#### Qualifications

- Possession of a current Queensland General Safety Induction (Construction Industry White Card) essential;

MOUNT ISA CITY COUNCIL

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Local Laws Ranger Position Description

- Current "C" class manual Driver's Licence or ability to acquire a licence prior to commencing in the role essential.
- Certificate IV in Government (Investigation) or equivalent is desirable;
- Certificate in Animal Management / Local Government / Statutory Compliance is desirable;
- Must be willing to obtain an Authorised Persons card within probationary period.

### **Training**

- Training deemed essential for the position in accordance with Councils Training Matrix.

### **KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes but is not limited to:

- Undertake the enforcement of Council's Local Laws;
- Investigate and resolve complaints, including the serving of notices to seek compliance with Council's Local Laws and State legislation relevant to the position;
- Issue infringement notices ensuring compliance with Local Laws and relevant legislation;
- Deliver education programs to the community focusing community safety, awareness and responsible pet ownership;
- Understand and enforce Council's impound procedures in relation to Local Laws, and relevant State legislation;
- Undertake patrols of both private and Council owned land for breaches of Local Laws and take action to resolve those breaches in accordance with relevant policies and legislation;
- Required to maintain privacy and confidentiality and ability to exercise discretion in a professional manner at all times;
- Assist in the development and maintenance of relevant policies and procedures;
- Have the ability to carry out investigations and gather evidence e.g: interview victims/offenders/witnesses, take photographic evidence, issue compliance notices, penalty infringement notices and prepare reports;
- Compile investigation reports
- Participate in weekly on call roster and attend to emergent complaints and initiate corrective actions;
- Out of ordinary hours work may be required;
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer;
- Council reserves the right to change these duties at any time.
- Animal handling including aggressive dogs

### **Physical Requirements**

- It is an inherent requirement of the position to be able to occasionally lift weights up to 25 kg;
- Exerting force when objects are pushed pulled and moved away from body;
- Work outdoors in all weather conditions;
- Sit continuously for extended periods of time;
- Walk on uneven terrain.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

### **KEY PERFORMANCE INDICATORS**

- Demonstrated ability conducting investigations.
- Demonstrated ability on animal handling and aggressive dogs.
- Example of dealing with a difficult customer and how it was resolved.
- Demonstrated ability on animal handling.
- Demonstrate teamwork and working unsupervised.
- High level of participation and commitment to team goals;
- Promotes and complies with Council policies and procedures.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure;

- Required to undertake the responsibilities of an authorised person to exercise powers to achieve public compliance (pursuant to local government legislation).

### DELEGATION AUTHORITY AND ACCOUNTABILITY

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

### ORGANISATIONAL COMMITMENTS

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

### WORK HEALTH AND SAFETY

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Council's WH&S Officer and Supervisor.

As a condition of your employment, you agree to undertake the full immunisation program specific to your role to ensure that you are protected against any possible risks.

### GENERAL

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

### SELECTION CRITERIA – Local Laws Ranger

SELECTION CRITERIA		WEIGHTING (%)
SC1	Demonstrated ability to provide high level of customer service and interpersonal communication skills.	25%

MOUNT ISA CITY COUNCIL  
Local Laws Ranger Position Description

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SC2	Experience in effective handling of animals.	25%
SC3	Demonstrated effective written communication skills.	25%
SC4	Demonstrated conflict management skills.	25%

**AUTHORISATION**

Coordinator: Lani Vincent

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date originated: 9 June 2017

Date reviewed: 08 June 2021

**EMPLOYEE DECLARATION**

I, the undersigned acknowledge receiving a copy of the Local Laws Ranger Position Description:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_