

POSITION DESCRIPTION

Position Title: Ranger	Position Number: RANGER-X
Department: Health and Community Safety	Accountable to: Senior Community Ranger
Responsible for the supervision of: No direct/indirect supervisory responsibilities.	



Primary purpose of the position	An inexperienced Ranger learning to patrol the local areas and ensure all relevant laws, regulations and policies are adhered to. This includes learning to investigate complaints from the public, issue infringement notices, enforce parking local laws, assist in pound related duties and maintain the highest standard of customer service at all times.
Key accountabilities	<ol style="list-style-type: none"> 1. Assist the Community Rangers team with the day to day operational duties and requirements of the Animal Management Facility ensuring the safety of residents through the administration of relevant Acts and Local Laws; 2. Provide support to the team as required; 3. Assist in monitoring and reporting department inspection schedules and target time frames, ensuring that individual and team goals are achieved; 4. Learn to ensure legislation applicable to the department is accurately interpreted and applied; 5. Assisting in providing technical input into the development of relevant policies, guidelines and procedures; 6. Learn to undertake general administration requirements including attending to relevant correspondence; 7. Enforce the City's Local Laws and Statutory Acts as applicable; 8. Assist in preparing and collating information relating to matters for prosecutions initiated under the City's Local Laws and other relevant Acts; 9. Adhere to all City's policies and procedures, and ensure personal safety at work and that of others; 10. Other accountabilities and responsibilities as directed by the Senior Community Ranger, Coordinator Ranger Services, Manager Health and Community Safety and/or Director Development and Growth.
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes.
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Action a minimum of ten new (10) jobs per day. 2. Dog wanderings and Dog attacks to be responded to within 15 minutes of receiving the job. 3. 80% of dog attack investigations to be finalised within fourteen (14) days. 4. First response to allocated jobs within four (4) hours of receiving complaint and must call customer to acknowledge they have received the job. 5. Assist with the delivery of a minimum of five (5) education and/or engagement programs by next review.
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Good communication skills, interpersonal and public relation skills, particularly in relation to negotiation and conflict resolution, and an ability to liaise effectively and confidently with internal and external customers; 2. Organisational and time management's skills with the ability to manage multiple competing deadlines; 3. Ability to interpret Local Laws and Acts of Parliament 4. Capable of handling of firearms or ability to obtain; 5. Capable of handling of animals or ability to obtain. 6. Current satisfactory National Police Clearance; 7. Current WA "C" Class driver's license;

	8. Capable of undertaking Regulatory Officer Compliance Skills (ROCS) 1 and 2
City of Kalgoorlie-Boulder Values	<p>Support - We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.</p> <p>Respect - We will treat our team members and our community with mutual respect and understanding.</p> <p>Fun - We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.</p> <p>Recognise - We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.</p> <p>Connect - We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.</p>

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name (please print): _____ Employee Signature: _____ Date: _____

Position COA number/s

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Department: Health and Community Safety	Accountable to: Senior Community Ranger
Responsible for the supervision of: No direct/indirect supervisory responsibilities.	



Primary purpose of the position	To patrol the local areas and ensure all relevant laws, regulations and policies are adhered to. This includes investigating complaints from the public, issuing infringement notices, enforcing parking local laws, attending to pound related duties and maintaining the highest standard of customer service at all times.
Key accountabilities	<ol style="list-style-type: none"> 1. Assist the Community Rangers team with the day to day operational duties and requirements of the Animal Management Facility ensuring the safety of residents through the administration of relevant Acts and Local Laws; 2. Provide support to the team as required; 3. Monitor and report department inspection schedules and target time frames, ensuring that individual and team goals are achieved; 4. Ensure legislation applicable to the department is accurately interpreted and applied; 5. Provide technical input into the development of relevant policies, guidelines and procedures; 6. Undertake general administration requirements including attending to relevant correspondence; 7. Enforce the City's Local Laws and Statutory Acts as applicable; 8. Prepare and collate information relating to matters for prosecutions initiated under the City's Local Laws and other relevant Acts, and carry out prosecutions on behalf of the City including representing the City in Court as required; 9. Adhere to all City's policies and procedures, and ensure personal safety at work and that of others; 10. Other accountabilities and responsibilities as directed by the Senior Ranger, Coordinator Ranger Services, Manager Health and Community Safety and/or Director Development and Growth.
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes.
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Action a minimum of ten new (10) jobs per day. 2. Dog wanderings and Dog attacks to be responded to within 15 minutes of receiving the job. 3. 80% of dog attack investigations to be finalised within fourteen (14) days. 4. First response to allocated jobs within four (4) hours of receiving complaint and must call customer to acknowledge they have received the job. 5. Deliver a minimum of five (5) education and/or engagement programs by next review.
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Previous experience and knowledge of Local Government procedures and practices; 2. Knowledge and demonstrated experience in the interpretation, application, investigation and prosecution of relevant State and Local Laws as applicable to the City of Kalgoorlie-Boulder; 3. High level communication skills, interpersonal and public relation skills, particularly in relation to negotiation and conflict resolution, and a strong ability to liaise effectively and confidently with internal and external customers; 4. Demonstrated organisational and time management's skills with the ability to manage multiple competing deadlines; 5. Knowledge and ability to interpret Local Laws and Acts of Parliament

	<ol style="list-style-type: none"> 6. Proven experience in the handling of firearms; 7. Experience in the handling of animals. 8. Current satisfactory National Police Clearance; 9. Current WA "C" Class driver's license; 10. Regulatory Officer Compliance Skills (ROCS) 1 and 2 (highly desirable).
City of Kalgoorlie-Boulder Values	<p>Support - We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.</p> <p>Respect - We will treat our team members and our community with mutual respect and understanding.</p> <p>Fun - We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.</p> <p>Recognise - We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.</p> <p>Connect - We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.</p>

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 Position COA number/s