



Ranger (General Duties)

Section: Strategy & Environment

Salary point: 11

Position number: PSC1326, PSC1327, PSC1328

Last updated: September 2025

Position objectives

The Ranger (General Duties) supports the Compliance Coordinator, Ranger Team Leader and Senior Rangers in the delivery of Council's compliance services. The role acts as a key point of contact for the community, undertaking proactive patrols and monitoring, delivering Council's parking enforcement program, supporting broader Ranger operations, and accurately capturing and recording information to ensure timely, effective and customer-focused service delivery.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- To provide subject matter expertise on Council's Smart Parking System
- To provide a high-level professional service and advice to Council, internal and stakeholders, customers and the community with respect to parking matters
- Deliver Council's parking enforcement program and provide community education
- Undertake all functions in relation to customer requests (CRMs), including triaging, assessment and investigations using judgement/discretion to determine the appropriate course of action having regard to adopted policies, procedures and legislation
- To support the Compliance Coordinator, Team Leader and Senior by assisting with any other operational or administrative tasks as may be required

- Manage and acknowledge all enquiries and incoming correspondence in accordance with Council's Customer Service Charter
- To undertake proactive Ranger patrols and monitoring within the Local Government Area
- To establish, build and maintain strong relationships with internal and external suppliers and customers
- Provide accurate and efficient records management whilst undertaking administration and data entry required to support the Ranger and Compliance team
- To provide a range of ranger services including but not limited to matters regarding companion animals and stock control, parking surveillance, community education, protection of the environment and protection of Council assets
- Provide support on Ranger inspections and investigation
- The role requires regular weekend and public holiday rostering

Key accountabilities

The role is accountable for building and maintaining internal and external relationships to focus on the people that make the processes and systems work.

Extent of authority

Tasks are performed under the general direction of the Coordinator, Ranger Team Leader and/or Senior Ranger. The role works within Council's Enterprise Agreement, Policies and Procedures, the Local Government Act, other relevant legislation and the Compliance Unit Service Delivery Business Plan.

Judgement and decision making

The position is required to exercise a high level of judgement and professional reasoning to resolve matters.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality services
- Demonstrated commitment to Australian Business Excellence principles
- Demonstrated commitment to the completion of documentation on time and to required standards
- Demonstrated behaviours consistent with Council's values – Respect, Integrity, Teamwork, Excellence, and Safety
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- Demonstrated ability to act independently
- Demonstrate skills in negotiation, problem solving, and conflict resolution
- Proven ability to interact and liaise with all levels of staff and members of the community

- Demonstrated ability to work as part of a team and to provide quality outcomes to a range of customers
- Demonstrated ability to use initiative and sound judgement when making decisions and working unsupervised

Qualifications and experience

- Tertiary qualification/studying in a relevant field and/or relevant experience
- Current C Class Driver's licence (Essential)
- Competence in specialised computer software systems
- SafeWork NSW general induction accreditation or ability to obtain
- Understanding of application of relevant legislation (Road Rules 2014, Local Government Act 1993, Roads Act 1993 and Public Spaces (Unattended Property) Act 2021)
- Demonstrated experience in a Compliance or Investigatory role
- Knowledge/experience in specialised and regulatory industry practices
- A Criminal Record Check is required prior to employment for this position (undertaken by Council)

Capability Framework level: Adept

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date