



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Ranger	Level	4
Business Unit	Community Safety	Position Number	Various
Directorate	Planning and Community Development	Date Established	June 2021
Reporting to	Senior Ranger	Date Updated	July 2026

2. KEY OBJECTIVES

- Deliver services, programs and activities that reflect a collaborative, contemporary and customer responsive culture and approach to service delivery.
- Undertake duties in a way that promotes a positive work environment which fosters collaborative efforts designed to encourage community compliance with acts, regulations, and local laws through an educative and engagement approach.
- Be proactive in providing a highly visible presence in the community.
- Promote a safe work environment.

3. KEY ACCOUNTABILITIES

- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Undertake activities efficiently and provide information in accordance with relevant legislation, policies, protocols, procedures, adopted practices and the Business Unit Plan.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support City safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Community Education and Engagement

- Deliver programs and services that educate and engage the community to achieve compliance with local laws and regulations, including parking, animal management, registrations and public space use.
- Positively represent the City by providing accurate and meaningful advice and information to the community concerning compliance requirements.
- Provide a positive presence at community events by sharing relevant compliance information and helping build strong community relationships.

Outcome: Service Delivery

- Undertake a range of duties including parking enforcement, animal handling, registrations, litter control, reserves, signs, rough sleeper referrals, verge control, beach closures, abandoned vehicles, shopping trolleys, traffic management and related activities.
- Work collaboratively with other Rangers and Patrol Officers.
- Display behaviours towards customers and team members that align with the City's values.
- Ensure relevant acts, regulations and local laws are complied with through community information and education in the first instance, with enforcement aligned to internal matrix.
- Demonstrate fluency in the interpretation, explanation, and application of relevant legislation, ensuring decisions and advice are accurate, consistent and legally compliant.
- Promptly resolve action requests from the community and allocated internally by relevant City employees.
- Accurately enter and maintain contemporaneous data and records in City systems relating to action requests and other tasks.
- Undertake seasonal and ad hoc tasks including internal warden duties, fire breaks, special operations, patrols, beach closures, City events, abalone fishing, etc.
- Proactively identify opportunities for consideration by the Senior Ranger for ongoing community education and engagement to address community concerns.
- Deliver a visible and proactive presence in the community through regular patrols both in vehicles and on foot.
- Monitor and attend the City's multi-storey car park to facilitate ease of access for patrons.
- Report graffiti and damage to City facilities, signs, parks, reserves or other assets.
- Impound stray dogs, cats and livestock, and items such as signs, shopping trolleys, and abandoned or off-road vehicles.
- Undertake Animal Care Facility duties in accordance with the *Animal Welfare Act*.
- Accurately issue notices, cautions and infringements to a high standard.
- Collect evidence, conduct investigations, and attend court for the purpose of City prosecutions.
- Respond to requests for assistance from Rangers, Patrol Officers and external authorities such as the WA Police Force, St John Ambulance WA, and the Department of Fire and Emergency Services.
- Report observed public safety matters such as suspicious, anti-social and criminal behaviours, fires and other incidents to emergency services in a timely manner.
- Liaise with other internal business units on a variety of compliance and other related matters.
- Liaise with neighbouring local governments regarding cross boundary matters.
- Provide guidance, assistance and on-the-job training to new employees as directed by the Senior Ranger.
- Participate in the review, update and creation of workplace procedures and practices.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Work Health and Safety

- Exercise duty of care by maintaining safe working conditions and practices to protect employees and minimise public risk.

- Ensure that safe working conditions and practices are always in place by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or WHS representatives immediately.
- Consult and co-operate with management on matters relating to WHS.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Responsive customer service.
- Written and verbal communication skills, including promoting engagement.
- Interpersonal skills with the ability to turn difficult situations into opportunities to positively promote compliance.
- Organisational and time management.
- Ability to use Microsoft Office and to learn new computer and mobile applications.
- In the use of Vehicle Licence Plate Recognition (LPR) systems.
- Ability to interpret and apply acts, regulations and local laws.
- Ability to work autonomously and as part of a team.

Knowledge:

- Investigation practices and principles.
- Relevant state and local legislation.
- WHS requirements relevant to the role.

Demonstrated Experience:

- In a responsive customer service environment.
- In a regulatory service environment.
- In recording accurate data and information into electronic systems.
- In providing evidence in court relating to prosecution cases.
- Demonstrated experience and ability to handle animals.

Qualifications / Clearances:

- Current WA "C" class driver's license.
- Current Provide First Aid Certificate (HLTAID011).
- Current Regulatory Officer Compliance Skills (ROCS 1 and 2).
- Traffic Management (or obtained within the first 3 months of appointment to position).
- Current animal handling training.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Ability to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems to be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under general supervision.

Internal:

- All Business Units.

External:

- Emergency Services.
- WA Police Force.
- Royal Society for the Prevention of Cruelty to Animals (RSPCA).
- Other local governments and relevant government departments.
- Surf Life Saving WA.
- Local schools.
- General public, residents, ratepayers and local businesses.
- Community groups.
- Shopping centre management.

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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