

CAR PARK SUPPORT & CENTRAL CONTROL ROOM OPERATOR

POSITION DESCRIPTION

Position Title:	Car Park Support & Central Control Room Operator
Responsible To:	Operations Supervisor Off Street Parking
Council Portfolio:	City Infrastructure
Council Program:	Strategic Property & Commercial
Classification Level:	UPark – Central Control Room Operator

Overview of Portfolio

The City Infrastructure Portfolio is responsible for Council's infrastructure assets, strives to make it easier to conduct business in our City and leads the Council's property portfolio and commercial businesses to generate income.

Overview of Program

The Strategic Property and Commercial Program leverages the development and management of Council's property assets and identifies opportunities in partnership with the private and public sectors, to generate income, create employment opportunities, and reinvigorate City precincts, building a prosperous City.

Key Relationships / Interactions

Internal	Employees across the Property & Commercial Program City of Adelaide (CoA) employees across all Portfolios and Programs
External	Key stakeholders within the City of Adelaide Community groups General Public Security Company Cash Collection Company Suppliers of Car Park equipment Bus Companies Tenants of Adelaide Central Bus Station

A unique team creating an extraordinary city



Primary Purpose

The Car Park Support & Central Control Room Operator will:

- Provide operational support, both on site and remotely through the use of UPark's car park management system, to customers of UPark car parks and tenants and customers of Adelaide Central Bus Station and ensure the effective coordination and delivery of services is in accordance with Off Street Parking Services priorities and Program Plan objectives.

Responsibilities

The Car Park Support and Central Control Room Operator is responsible for:

- Ensure car parks and the Bus Station are opened and shut down according to relevant operational schedules with minimal supervision.
- Monitoring and reviewing CCTV footage during interactions with UPark customers;
- Escalating safety issues or criminal activity observed via CCTV monitoring, on site observation and reports from the general public to the appropriate person(s).
- Ensuring users of UPark and Bus Station facilities receive a timely, high quality level of customer service; and escalating urgent or complex matters to the Operations Supervisors as required;
- Contributing to the effective coordination of all UPark operations matters, including appropriate investigation, follow-up, resolution and/or escalation of a range of matters including on site monitoring and maintenance of Car Park facilities and equipment, resolution of Car Park operating system issues and Park Lands events parking as required.
- Troubleshooting UPark machine operations, report of issues and escalating concerns or matters as appropriate and ensuring appropriate follow-up activity.
- Monitoring and undertaking of cash management duties of UPark automatic pay stations and Bus Station services and maintenance of accurate records.
- Assisting with bus bay scheduling, and the efficient coordination of all arrivals and departures.
- Undertaking scheduled inspections of Adelaide Central Bus Station to identify property and maintenance issues, Report issues to property. Escalate to Operations Officers as required.
- In the case of emergency assist bus station occupants, including staff, tenants, contractors and customers, to safely evacuate designated area in accordance with instructions and training.
- As required, undertaking a range of administrative functions which support the activities and responsibilities of the UPark Operations and Administration teams;
- Liaising with car parks security and operational staff to maintain a high level of personal and physical security within the car parks and Bus Station.

A unique team creating an extraordinary city



Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

Position Criteria

Qualifications	Successful completion of Year 12 or significant experience in car park operations role.	Desirable
Technical Knowledge & Experience	Experience in providing efficient customer service in a service-orientated/business environment Knowledge of general office systems and procedures.	Essential
	Understanding of Car Park Operating Systems. Prior experience in a similar role. Previous experience in or knowledge of monitoring CCTV activity.	Desirable
Customer Commitment & Integrity	A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. An ability to effectively manage and investigate customer complaints and provide effective solutions, or utilise judgement to escalate where required	Essential
Collaboration & Communication	Ability to prioritise and be flexible when responding to changing priorities and demands. Ability to build positive relationships and communicate with all levels of management and staff, and the community.	Essential
Administrative Skills	A high level of organisational and time management skills An awareness of Occupational Health Safety & Welfare issues, standards and actions in the work place.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential

A unique team creating an extraordinary city



Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

A unique team creating an extraordinary city



Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence is required.
- A satisfactory Police Clearance is required.
- A satisfactory Medical Clearance is required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Role	Car park support and central control room operator
Work Area	Customer
Physical Demand Rating	Medium Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Adjustable office chair, some driving	Critical Range of Motion: Shoulder to 120° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: Light to moderate force Shift Duration : Various Environmental Factors: Working indoors watching CCTV footage and visiting UParks and maintaining ticket machines. PPE: Uniform .
Standing		✓		Can alternate posture	
Walking		✓		Short distances	
Climbing	✓			Stairs occasionally	
Push/Pull	✓			Light to moderate force	
Squatting	✓			Completing troubleshooting of machines	
Gripping		✓		Computer equipment, ticketing equipment and supplies	
Forward Reach	✓			Using the computer, phones and maintaining ticketing machines	
Lift	✓			Ticket boxes 20kg, BNR 18kg	
Carry	✓			Ticket boxes 20 kg and supplies	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.