

POSITION DESCRIPTION



Position	Parking Administration Officer
Level/Classification	HEW0505
Reports to	Parking and Transport Coordinator
Unit	Campus Operations and Services
Directorate	Chief Experience Office
Positions Supervised	Nil

Position Purpose

This role supports the Parking and Transport Coordinator in delivering parking facilities and coordinating parking services and activities to provide an effective and efficient campus parking and transport experience.

Key responsibilities will include:

- Support the management of parking facilities, ensuring safety, maintenance, accessibility and a positive user experience
- Coordinate parking permits, infringements, appeals and debt collection activities
- Coordinate financial administration, including quotations, purchase orders, invoices, and journals
- Effective management of shared Parking mailbox with timely response to requests for information, feedback and parking requests
- Administer and audit parking records, databases and systems, including generating reports
- Facilitate parking and transport communications, including web-based content, forms, general information and formulating responses to enquiries
- Work in collaboration with University Security Services and Student Management

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bidji. Building a brighter future, together – guides the University’s direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

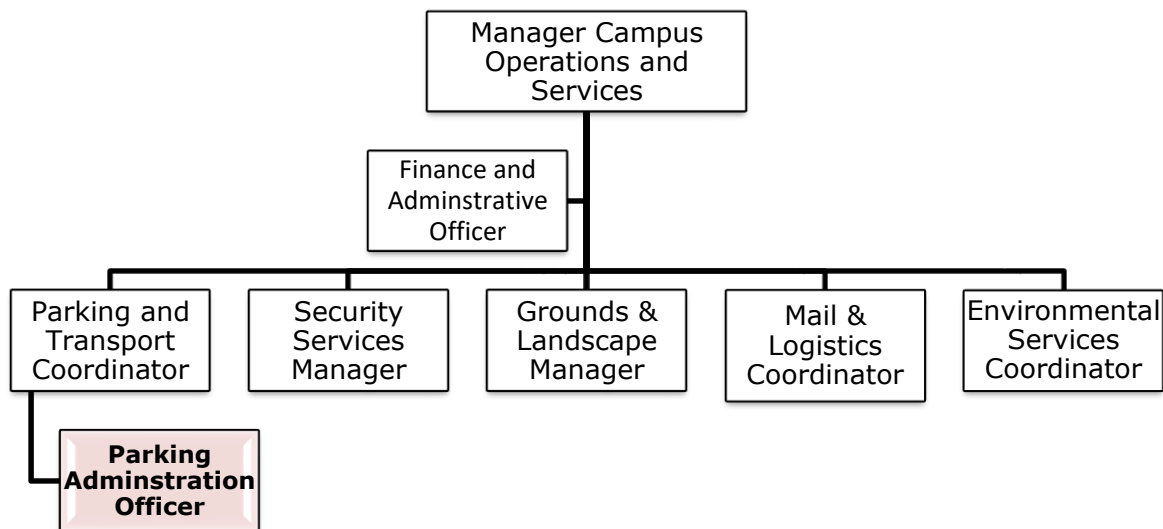
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track record in creating strong partnerships with business, government and industry.

About the Work Area

The Campus Operations and Services business unit is responsible for strategic planning, operational management, coordination of works, and the tailored delivery of key services to meet the University’s strategic and academic goals and to provide a safe and conducive environment for students, staff, and the community.

The broad range of campus operations and services includes grounds and landscape maintenance, security services, parking, transport and traffic, cleaning and hygienic services, waste management, pest control, mail and logistics services.

Reporting Relationships



Key Responsibilities/Duties

1. Work autonomously under minimal supervision with the ability to problem solve and make sound decisions.
2. Support the Parking and Transport Coordinator with the operation and facilitation of parking and transport services.
3. Efficiently deliver university parking services, including reservations, allocations, authorisation and approvals, whilst maintaining stringent governance measures in accordance with MU By-Laws and relevant policy.
4. Facilitate parking appeals, infringements and debt collection in line with MU By-Laws and parking framework, including:
 - a. Informed decision-making to process appeals in a timely manner and escalate as required.
 - b. Problem-solve parking requirements and issues with the University community, including liaison with key stakeholders.
 - c. Process outstanding infringements and issue Notices in accordance with parking policy and procedures
 - d. Routinely generate outstanding infringement reports for the debt collection process and liaise with external agencies, including the Department of Transport.
 - e. Update parking infringements and system based on appeals and payments.
 - f. Coordinate debit collection process for outstanding infringements with regular review of debt payments and generate monthly report/s on progress.
5. Procurement of quotations, financial processing including purchase orders, invoices and journal for charging.
6. Interrogate the data integrity of University parking system for duplication, accuracy and compliance.-
7. Assess parking allocation and occupancy for Visitor Reserved Parking bays, including buses, and facilitate temporary parking E-Permits for events, meetings, conferences, etc.
8. Administer the parking@murdoch.edu.au email account, incoming mail and Service Now enquiries, enabling timely and customer-focused response.
9. Collaborate with Security Services and Student Management business units to facilitate parking services, including enhancements, surveys, occupancy data and decision-making using demonstrated expertise within the parking remit and responsibilities.
10. Review, update and publish permit parking application forms and related documentation, including renewals, with bulk mail out.
11. Facilitate and review website parking content and update as required, and prepare internal communications and general information relating to transport and parking, permit renewals, key events, and parking changes.
12. Provide high levels of customer service and administration support in accordance with policy, guidelines and procedures.
13. Undertake periodic parking process amendments, enhancements and policy reviews.
14. Evaluate and audit parking bays for line marking, signage and surface repair as required.
15. Coordinate the creation, replacement and updating of parking signage for reserved, visitors and short stay bays.
16. Assist with the coordination and scheduling of campus-wide parking-related works, including contractor engagement.
17. Support the investigation and implementation of parking technology enhancement and system automation, and work collaboratively with ITS to update records and resolve system issues

18. Support University Sustainability with audits of end-of-trip facilities and parking amenities as required; and undertake assigned parking and transport activities to support MU Sustainability Strategy actions.

Selection Criteria

Essential

1. Completion of a degree with subsequent work experience; or an equivalent combination of relevant experience and/or education/training.
2. Ability to work effectively and autonomously in a small and busy team environment.
3. Demonstrated experience in prioritising and organising workloads with an ability to coordinate day-to-day activities effectively.
4. Demonstrated commitment to providing excellent customer service to deliver quality services.
5. High level interpersonal skills (written and verbal) including the ability to communicate and liaise effectively with a range of stakeholders and work collaboratively.
6. Demonstrated ability to effectively resolve administrative and operational issues including customer feedback.
7. Competent computing skills including Microsoft Office, ability in source data from systems, and collate information for reports.
8. Demonstrated capacity to interpret, apply, and work in compliance with relevant policies and legislation, internal procedures and guidelines.

Desirable

1. Experience in a similar position in a University environment.
2. Knowledge and application of parking software.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Current WA Drivers Licence.
3. Delegated authority to act under MU By-Laws.
4. Maintain awareness and or knowledge of relevant legal and regulatory requirements related to parking and traffic including: MU By-Laws, WA Fines Enforcement Register, WA Road Traffic Act (1974), Public Transport Authority Regulations (2003) and Debt Collectors Licencing Act (1964).
5. Occasional driving and or walking through car parks.
6. Some additional hours maybe required during peak parking administrative periods.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.