

South Bank Corporation

We acknowledge Aboriginal and Torres Strait Islander peoples as the custodians of the land and waters where South Bank exists today. We offer our respect to elders past and present as we work towards a just, equitable and reconciled Australia.

Position Description

1. The Position

Position Title	Car Park Officer
Reports to	Car Park Manager
Created	July 2026

2. Scope

As a Car Park Officer at South Bank, you will play a crucial role as both the first and last point of contact for our visitors. Your commitment to providing exceptional service will directly enhance their South Bank experience, leaving a lasting impression.

You will work collaboratively within a team environment but will work independently when required. Your dedication and attention to detail will be key in ensuring a positive and seamless experience for all guests.

3. Responsibilities/Activities

- Be well presented, confident & self-motivated with exceptional people skills ready to solve issues either on the phone or in person as they arise.
- Come to work with a positive energy, a can-do attitude and the ability to work in a busy, fast-paced environment whilst having a flexible attitude and ability to move from one task to another as may be required.
- Ensure the car park's physical condition is maintained to a high standard, including general cleaning (using ride-on cleaning equipment as required) and upkeep of car park equipment to an operational level, and ensuring emergency and safety signage is established where required.
- Efficiently manage the entry and exit of vehicles in the car park, ensuring smooth traffic flow and preventing congestion.
- Provide exceptional customer service to all patrons, including assisting with parking inquiries, providing directions, and resolving any issues or concerns.
- Maintain a safe and secure environment within the car park by enforcing parking regulations, monitoring surveillance systems, and promptly reporting any incidents or emergencies.
- Be prepared to assist during emergency situations, such as providing first aid, guiding customers to safety, or coordinating with emergency services when needed.
- Ensure compliance with relevant parking regulations, record and report any parking violations or incidents into the Incident Management System.

- Ensure the car park remains a secure environment for our staff and customers, monitor CCTV and maintain records of long stay and overnight visitors cars.
- Regularly inspect and maintain parking equipment such as the entry and exit machines, barriers, card readers, and parking access control cameras to ensure smooth operations.
- Conduct routine inspections of access control equipment to ensure proper functioning and promptly address any technical issues or malfunctions.
- Troubleshoot and resolve any access control system related problems, collaborating with technical support or third-party vendors if necessary.

4. Key Skills, Knowledge & Experience Required

- Customer service experience and skills
- Maintain an active Manual driver's license
- Proven oral communication skills
- Able to work autonomously
- Sound computer skills
- Ability to react quickly & make decisions under duress
- Previous cash handling experience
- CCTV Certificate

5. South Bank Corporation Vision, Purpose and Values

Our Vision

A world-leading urban precinct that welcomes, engages and inspires

Our Purpose

To be a renowned place manager, recognising the demand for green space in Brisbane's inner city.

- To innovate, manage and maintain our enviable reputation as Brisbane's premier recreational, cultural, educational and entertainment precinct.
- Redevelop key sites while strengthening physical integration and relationships within the immediate neighbourhood.

Our Values

We strive to be...

- | | | |
|----------------|------------------|---------|
| 1. Inclusive | 3. Collaborative | 5. Bold |
| 2. Sustainable | 4. Curious | |

6. Key Behaviours

The Corporation workplace behaviour promotes an inclusive, performance focused culture using a One Team approach.

We respect, protect and promote human rights in our decision-making actions.

Expected personal behaviours:**Commitment to quality & results**

- Sets high standards of performance for self and reinforces high performance standards to individuals and team; focuses attention on achieving key performance outcomes; sets specific goals for self and others as appropriate; communicates clearly and concretely the results to be achieved; critiques own performance; willing and able to learn and apply new technology, processes and procedures.

Innovation & creativity

- Considers a range of creative alternatives; generates multiple and unique responses to a problem or opportunity; tries different and novel ways to deal with an issue; contributes own ideas.

Understanding business

- Has and uses knowledge of systems, situations and culture inside the Corporation to identify potential organisational issues, problems and opportunities; understands the impact and implications of decisions on business units throughout the Corporation. Has and uses knowledge of societal, technical, political and government issues outside the Corporation to identify potential problems and opportunities.

Customer service excellence

- Places the customer at the core of our business; makes efforts to listen to and understand the customer; gives high priority to customer satisfaction; develops, maintains and supports productive customer relationships; makes customer needs and expectations a primary focus of action.

Collaboration

- Maintains effective work relationships; readily volunteers and exchanges information and ideas, provides and accepts constructive criticism; supports and implements group decisions; shows respect and seeks to support colleagues and customers.

Our approach to tasks are: -**Solution focused**

- Gathers relevant information, considers appropriate variables to accurately identify the solutions to challenges in equipment, systems or processes; takes relative seriousness and urgency of problem into account; and demonstrates a can-do attitude.

Safety focused

- Knows and accepts the importance of adhering to safety rules, practices and procedures; monitors own safety and the safety of others; checks reporting and if necessary takes action on workplace safety hazards.