

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
TRANSPORTATION PLANNING AND PARKING DIVISION - HAMILTON MUNICIPAL PARKING
SYSTEM - LOCATION – 80 MAIN ST. W. AT SUMMER'S LANE)

PARKING CONTROL OFFICER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Parking Enforcement Supervisor, enforces parking infractions on Private and Municipal property, and City roads.

GENERAL DUTIES

Patrol city streets and off-street private/municipal property in a city issued motor vehicle and on foot, issuing Parking Penalty Notices (P.P.N.) to vehicles in violation of City of Hamilton parking by-laws.

Receive and respond to parking complaints via 2-way radio with parking enforcement dispatch and after-hours customer contact centre as well as proactively enforce city roads and private/municipal property.

Enforcement of fire access routes, on-street regulations inclusive of time limits, meters, posted and non-posted regulations, 12-hour enforcement, idling, and other various violations.

Enforcement of private/municipal property requires effective communication with the authorized agent on site to determine why a P.P.N. is being issued. Request and review required documentation which all agents must possess to request enforcement at their location.

Ability to utilize a computer, 2-way radio, and handheld device to issue P.P.N.

Liaise with the parking enforcement supervisory team to work together with various stakeholders within the City of Hamilton and the public.

Identify and provide information of sign deficiencies on both city roadways and Private/Municipal Property. Report and record defective traffic control devices and malfunctioning meters or machines.

Identify abandoned vehicles on private/municipal property and city roadways. Perform priority or scheduled tows as required.

Complete and submit all required daily paperwork.

Must be flexible in work schedules and available to work overtime and rotating shifts. Must be able to work three shifts with rotating days off.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous work experience issuing tickets in the field. Preference will be given to candidates with ticket issuance related to parking/municipal law infractions. Preference will be given to candidates with post-secondary diploma or higher in a directly related field of study (Police Foundations, Criminology, Protection Security and Investigation, etc) in conjunction with the requirements listed below.
2. Successful completion of the Municipal Law Enforcement Officer's Association's Basic and Court Preparation courses would be an asset.
3. Highly developed customer service and interpersonal skills and proven ability to deal with people in difficult situations. Conflict management resolution skills would be considered an asset.
4. Excellent communication skills to deal effectively with all levels of staff, elected officials and the public.
5. Demonstrated ability to maintain accurate records and logs.

Notes:

- **Must possess and maintain a valid Class "G" Driver's License in the Province of Ontario and a point-free driving record and/or record found satisfactory to the City of Hamilton.**
- **As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Records Check, at their own expense, prior to beginning work in this position.**

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
