

## CITY OF HAMILTON

### PLANNING & DEVELOPMENT DEPARTMENT

### (TRANSPORTATION PLANNING & PARKING DIVISION – PARKING OPERATIONS - LOCATION – 80 MAIN ST. W.)

### SUPERVISOR, PARKING REVENUE & CUSTOMER SERVICE MANAGEMENT – CUPE 1041

#### SUMMARY OF DUTIES

Reports to the Manager, Parking Operations. Responsible for direct supervision of revenue control and customer service staff in the performance of their duties. Responsible for organizing, scheduling, prioritizing daily work schedules of staff involved in the intake, processing and reconciliation of parking revenues, and customer support service operations and programs. Oversees management of contractual services for parking cashing and security. Responsible for quality control of financial components of parking enforcement.

#### GENERAL DUTIES

Determines and co-ordinates all aspects of revenue management for the parking system by planning, organizing and scheduling work activities and equipment for employees

Co-ordinates, plans and monitors customer service operations for the Hamilton Municipal Parking System to ensure consistency and quality service delivery.

Develops and implements effective quality control methods and programs to ensure the Division's compliance with Corporate customer service performance standards for inquiries, complaints and requests for service in accordance with applicable policies and service standards.

Designs, recommends and implements strategies to promote efficiency and transparency in the management of parking revenues and customer service programs. Sets above average standards and leads by example.

Responsible for the establishment, maintenance and monitoring of quality assurance and continuous customer service improvement programs.

Issues requisitions, records deliveries and authorizes payment for all goods and services used by the Parking Section including payments and expenses for leased facilities. Facilitates cross-departmental coordination with Finance Planning, Administration and Policy with respect to contract management, invoicing and revenue tracking.

Oversees contractual services for parking cashing and security, including providing day to day direction to contractual staff with the goal to ensuring cost control.

Responsible for all parking permit issuance and tracking of permit holders.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing technical direction.

Maintains section absenteeism records and ensures all payroll and invoices are processed in accordance with existing policies, procedures and collective agreements.

Represents respective areas in Labour Relations issues including participation in Labour/Management meetings, negotiates grievance settlements, interviews and appoints applicants to staff vacancies

Interprets and ensures compliance with municipal and departmental policies and procedures, occupational health and safety, WHIMS

Ensures that supplies and equipment are readily available by placing orders for all revenue management functions

Responsible for the performance management of staff through the use of the Performance Accountability and Development Tool

Performs other duties as assigned, which are directly related to the responsibilities of the position.

**QUALIFICATIONS**

1. Demonstrated related supervisory experience preferably in a municipal operating setting and with significant experience with financial controls and major enterprise financial/statistical systems
2. Previous experience with parking operations and revenue management.
3. Must have thorough knowledge of Generally Accepted Accounting Principles and Practices including knowledge of budgeting, accounting and finance processes and practices. Experience with cash handling protocols is an asset.
4. Developed analytical, mathematical, statistical and problems solving skills with the ability to review and analyze legislation, agreements and/or program documents
5. Excellent interpersonal and communication skills and the ability to deal diplomatically with all levels of management, staff, elected officials and the public.
6. Must be a results oriented individual with a commitment to customer service and team building
7. Working knowledge of computers including Windows, Word, Excel and email. Experience with Peoplesoft and point of sale applications is an asset.
8. Demonstrated problem solving skills and the ability to operate under tight time restrictions.
9. Demonstrated experience in preparing work schedules and ability to alter work schedules under short time frames.
10. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.

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

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