

CITY OF HAMILTON

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

REVENUE CONTROL CLERK – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Parking Revenue Management conduct daily cash reconciliation and ticket auditing for revenues generated from Municipal Parking Facilities.

GENERAL DUTIES

Balances daily receipts and reconciles various database totals for Hamilton Municipal Parking System Office. Prepare documentation for bank deposit including cash and cheques. Monitors accounts for errors; notifies appropriate financial staff regarding correcting accounts.

Processing and balancing of daily Parking Meter and Lot Revenues and coins.

Processes and balances daily on-line parking infraction payments using Officer software program, including adjusting amounts of parking infractions, applying payments, and making notes. Requesting credit card reversals through Supervisor as required.

Reconciles bi-weekly revenue reconciliation from Multiple sources and completes GL Reports for F&A.

Monitors and replenish cash in pay station equipment on a regular basis. Count and validate cash and float receipts.

Sends correspondence to customers regarding NSF payments; adjusting infraction and permit information as required.

Processes monthly reconciliation of direct payment, post-dated cheques, department paid and payroll deduction payments for parking permits using MAPPS (Municipal Automated Permit Parking System).

Invoices customers for unpaid parking fees, monthly parking permits, and special parking arrangements.

Locks out monthly parking permits for non-payment.

Creates and maintains spreadsheets relating to weekly and monthly revenue generated, site inspection permits, coin collection revenue, online infraction payment revenue, mail payment problems, etc.

Audits daily the transactions for the parking garages' cashier staff by checking tickets against register tape and resolving discrepancies.

Reconciles daily credit card transactions form various sources.

Audits parking infraction payments throughout the City; ensures payments applied to infractions correctly. Investigates processing errors and determine the appropriate action required.

Reviews daily problem mail infraction payments and determines course of action. Reduce infraction amounts utilizing Parking Infraction software program, revise payments as required, logs and forwards payments for processing, review or return to customer.

Utilizes ZEAG (Parking Facility Management Software) when required for functions such as cashiering, including processing payments, programming and selling monthly permits, programming and selling visitor passes, running reports and analysing permit usage.

Schedules and requests additional contract cashier staff as required.

Monitors via closed circuit camera and assists contract staff as required. Verifies monthly contract company invoices.

Liaises with Customer Services Representatives and Municipal Service Centre staff to provide support, expertise and advice in investigating parking infraction and permit payment issues.

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

QUALIFICATIONS

1. Demonstrated knowledge of basic accounting and related financial reporting requirements typically acquired by the completion of high school and/or the equivalent education and related work experience.
2. Relevant working experience using fundamental business math skills and balancing cash transactions or a combination of education and related work experience.
3. Experience in a computerized environment. Must be able to demonstrate a progressive knowledge of Microsoft Office (Word, Excel, and Outlook) and database software.
4. Ability to work with figures and balance transactions using POS terminal, and pulling reports from various databases.
5. Ability to work effectively with others and to display and foster teamwork within the work unit.
6. Must be able relate to the public and outside agencies, have a pleasant manner, have initiative and the ability to carry out instructions without detailed direction.
7. Able to lift and carry a maximum 8kg as required. Occasionally lift and carry up to 20 kg,
8. Demonstrated ability to work independently with minimal supervision, manage multiple assignments and operate within tight time line restrictions.
9. Successful applicant is required to be bonded in order to complete cash handling functions and sign a Ministry of Transportation agreement of confidentiality for the purpose of obtaining registered vehicle ownership information.

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

NOTE: As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Record and Judicial Matters Check at their own expense prior to being able to work in this position.