

CITY OF HAMILTON**LAST REVISION – MARCH 18 2019**

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(PARKING ENFORCEMENT DIVISION - PARKING & BYLAW SERVICES – LOCATION – 80 MAIN ST. W., AT SUMMER'S LANE)

TOWING OFFICER - CUPE 5167
(PERIODIC POSTING FOR A SIX MONTH DURATION)
(THIS PERIODIC POSTING IS FOR ALL TEMPORARY FULL TIME POSITIONS)

SUMMARY OF DUTIES

Reporting to the Parking Enforcement Supervisor, working within a mobile computing environment, enforces 12 and 4 hour parking by-laws on City roads. Enforces unauthorized parking on Municipal and Private Properties. Expedites the towing and impounding of abandoned vehicles. Liaises with Police, private towing companies, the general public and other Departments and agencies. Investigates and prepares verbal and written reports.

GENERAL DUTIES

Investigates and assesses complaints with respect to abandoned vehicles and expedites the removal and impounding of abandoned vehicles.

Investigates and prepares verbal and written reports.

Assists in priority by-law towing in the absence of the Parking Enforcement Supervisor.

Creates, maintains and oversees electronic and/or physical filing system for investigation, towing and impounding and vehicle release documents.

Maintains electronic and/or physical records such as Hansen reports, Tow Log and PINS issued.

Creates Service Requests and/or retrieves, enters and updates calls received into Hansen system.

Retrieves confidential electronic data through Ministry of Transportation Ontario ARIS system via internet.

Prepares electronic quarterly reports of vehicles towed, for inclusion in the Department's submission to Finance for invoicing.

Assists and facilitates the release of impounded vehicles to the vehicle owner or to towing agency for disposal via Access database.

Responds to enforcement requests via mobile radio and/or e-mail for City roads, municipal properties including Parks and Parking Authority properties, and private properties including fire routes.

Issues parking infraction notices and tow warnings.

Makes recommendations for enforcement practices/procedures with respect to towing.

Receives and answers enquiries from the public and other departments.

Testifies in court.

Operates equipment such as chalk stick, mobile radio, RAM mounted laptop computer, cellular phone and camera.

Trains other staff on towing procedures.

Reads blueprints/site plans for measurements on private properties, boulevards, alleys, front yard parking and municipal lands.

Records and reports defective traffic control devices.

Enforces snow route violations.

Performs preventative maintenance (only circle check) on vehicle and cleaning interior of same.

Works 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.

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

QUALIFICATIONS

1. Previous experience and ability related to interpreting by-laws, determining violations and issuing parking infractions, enforce appropriate by-laws and maintain records and logs.
2. Successful completion of the Municipal Law Enforcement Officer's Association's Basic and Court Preparation courses would be an asset.
3. Previous experience investigating and assessing complaints, issuing tickets in the field.
4. Highly developed customer service and interpersonal skills and proven ability to deal with people in difficult situations.
5. Excellent communication skills to deal effectively with all levels of staff, elected officials and the public.
6. 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 (ie. Police Foundations, Criminology, Protection Security and Investigation, etc.) in conjunction with the requirements listed below.
7. Demonstrated experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Outlook, Access, Explorer, Excel.)
8. Working knowledge of Hansen and G.I.S. would be an asset.

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 and proof thereof is required after hire.

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Reference Check, at their expense, prior to beginning work in this position.