

## **CITY OF HAMILTON**

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

#### **PARKING ENFORCEMENT & SCHOOL SAFETY CLERK - CUPE 5167**

#### **SUMMARY OF DUTIES**

Reports to the Supervisor of Parking Enforcement and School Safety. Provides administrative support to the Supervisors. Performs timekeeping and reception duties. Dispatches Parking Enforcement Officers and/or School Crossing Guards and provides with information as required. Intakes, answers and provides information, comments, directions and follows up on general parking/school crossing complaints received via telephone inquiries, requests for information in person, by fax, computer and internet. Provides public with enforcement information. Provides data entry assistance as required.

#### **GENERAL DUTIES**

Receives and answers routine inquiries from the public, staff and other departments by telephone and in person.

Inputs and maintains a computerized operating database.

Inputs data to obtain confidential vehicle ownership information from the Ministry of Transportation.

Requests, retrieves, inputs and updates written and electronic data for files such as the enforcements/non-enforcements, officer activity logs and vehicle ownership information request from the Ministry of Transportation.

Operates a two-way radio to convey operating and/or staff problems and emergency situations.

Interprets non-complex legal documents such as vehicle ownership in order to process releases for vehicles which have been towed.

Maintains files and performs general filing duties.

Prepares and processes absence reports.

Receives and records staff absences, determines appropriate replacement using a pre-described process and assigns guard to vacant school crossing post. Arranges Police coverage when necessary.

Types and word processes reports, forms, correspondence and records of a general and confidential nature. Creates forms on Excel and Access worksheets as required.

Processes outgoing mail, sorts and distributes incoming mail.

Maintains inventories of uniforms, supplies and equipment. Prepares requisitions and reconciles with completed orders.

Prepares and distributes the school crossing newsletter.

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 major responsibilities of the job.

**QUALIFICATIONS**

1. Previous experience related to the duties listed above.
2. Working knowledge and understanding of computer applications including MS Word, Excel, Outlook, Hansen, Access and Internet Explorer. Some degree of specialization in word processing.
3. Demonstrated competency in Access database (creating, maintaining, data input).
4. Demonstrated ability to problem solve.
5. Previous by-law related experience an asset.
6. Demonstrated ability to communicate effectively with the public, peers and Supervisors. Ability to act in a confident and professional manner under stressful situations and respond promptly to customer needs.
7. Demonstrated ability to multi-task/prioritize in often stressful and demanding environment.
8. Previous satisfactory experience in the routine and non-routine operations of a business office.
9. Must be flexible in work schedules.

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