

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (PARKING & BY-LAW SERVICES DIVISION – PARKING ENFORCEMENT – LOCATION – 80 MAIN STREET WEST AT SUMMER'S LANE)

CUSTOMER SERVICE REPRESENTATIVE - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Parking Revenue Management. Responsible for providing information and advice to customers regarding division regulations, programs and services with respect to the issuance of on-street, off-street and special events parking permits. Responsible for processing payments for parking permits and parking fines, receiving and logging calls regarding illegally parked vehicles and receiving and addressing inquires regarding parking regulations and parking fines.

GENERAL DUTIES

Provides information and advice to customers using various methods of communications (i.e. telephone, email, fax and in person) regarding division regulations, programs, services or regulatory functions with respect to on-street and off-street parking permits and parking by-laws.

Receives and records inquiries from the general public, all levels of management, elected officials, other departments, outside agencies, other levels of government and contractors into Hansen Database.

Provides courteous, accurate and timely responses to requests for information regarding the functions, operations and procedures necessary to conduct business with the department.

Word processes correspondence and legal agreements. Creates forms and spreadsheets.

Creates custom reports by combining information from various sources to meet requirements for division.

Provides customers with instructions and examines documents and official papers to determine their authenticity/validity for which the party is seeking information, relief and/or assistance.

Performs preliminary review of forms and supporting documents to assure all pertinent information has been submitted and all rules, regulations and procedures have been met with compliance.

Provides information to requestors within the parameters of Municipal by-laws and Provincial regulations.

Reviews record of rejected parking permit applications to determine cause of denial and advises applicants of procedures to be followed to correct or remove conditions, which resulted in the rejection.

Performs cashier functions by operating cash register and POS. Collects payment for services, penalties and interest charges. Ensures deposits are made from all sources, counts and validates cash and float receipts.

Provides information to authorized requesters ensuring conformity with the Freedom of Information and Privacy Protection Act.

Maintains an electronic mail tracking system and maintains records and files.

Distributes incoming mail and weekly postings and processes outgoing mail including Registered Mail and Courier.

Assists Supervisor with on-the-job training to new employees and co-op students in established procedures and practices, and informs them of available services, department policies and procedures, Municipal by-laws and Provincial regulations.

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

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.

QUALIFICATIONS

1. Previous administrative experience in a customer service capacity, preferably with parking and enforcement knowledge or similar operations experience.
2. Superior telephone manners and good listening skills.
3. Ability to deal with difficult or irate callers and those that provide inaccurate or incomplete information and to take and maintain a firm/correct stand when controversies arise.
4. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software.
5. Demonstrated experience and skill to input and manipulate data accurately at an acceptable speed. Able to create reports by bringing information together from various sources. Knowledge of Hansen software would be considered an asset.
6. Excellent people skills with an emphasis on customer service. Ability to display demonstrated tact and professionalism in dealing with elected officials, customers, supervisors and peers.
7. Experience explaining and applying regulations, governing by-laws or policies to carry out assignments and apply them to specific situations.
8. Effective verbal and written communication skills are essential.
9. Ability to work effectively with others and to display and foster teamwork within the work unit.
10. Ability to work with figures and balance cash transactions and operate a cash register and POS terminal.
11. Knowledge of office equipment, ACD telephone system and two-way radio, and ability to record numerical or other information accurately.
12. Successful applicant is required to be bonded in order to complete cashiering functions and sign a Ministry of Transportation agreement of confidentiality for the purpose of obtaining registered vehicle ownership information.

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.