

## CITY OF HAMILTON

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**  
**(PARKING & BYLAW SERVICES – PARKING ENFORCEMENT - LOCATION – 80 MAIN STREET WEST AT SUMMERS LANE)**

**PARKING CONTROL OFFICER (PRIVATE PROPERTY) - CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Parking Enforcement Supervisor, develops parking signage with private property owners, and enforces non-compliance of signing infractions on private property.

**GENERAL DUTIES**

Receive and respond to enquiries respecting private property's compliance with policies and procedures including handicap parking and fire routes.

Meet with property owner or property manager to develop, design and implement a parking management system for authorized parking and regarding enforcement and notification to motorist.

Liaise with staff within Building, Survey, Real Estate Sections and Public Works Department as well as Tow Officers to determine road allowances and establish property lines.

Liaise with Fire Safety Officers to determine appropriate Fire Routes and signing of such.

Approve the placement of signs installed, advises of any further actions required.

Review and interpret lease/rental agreements to determine authority and in order to develop a parking management system which allow for proper enforcement.

Review and interpret blue prints/site plans for measurements on private property, City boulevards, alleys, front yard parking and Municipal lands. Determine appropriate signing and notification needed for enforcement action to commence.

Advise property owner and/or agents on legalities of enforcement action, and failure to adhere to these conditions may result in loss of service to property, and other action.

Advise proper owner on Court process and obligation of owner/agent attending to testify as a result of a parking ticket.

Receive and answer enquiries from public, staff, other departments and regulatory agencies as to non-routine matters in respect to private property enforcement.

Develop and maintain a database on authorized properties, Fire Routes, Handicapped Parking and other related information.

Review new signing requirement for enforcement as legislated. Provide this information to staff and owners in the form of verbal and written documentation as required.

Issue tags on Private Property.

Sort and prioritize 4 hour and 12 hour enforcement requests.

Walk city streets, chalk vehicles, then return to issue parking infraction notice.

Patrol street in a motor vehicle looking for parking violations.

Report defective traffic control devices, missing and damaged signs and malfunctioning meters.

Monitor and/or issue parking infraction notices.

Respond to enforcement requests for city roads, school zones, private properties/fire routes and Municipal properties including parks.

Investigate and assess complaints with respect to abandoned vehicles and expedite the removal and impounding of abandoned vehicles.

Operate equipment such as mobile radio, cell phone and personal computer.

Provide evidence and gives testimony in Court.

Work 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.

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

### **QUALIFICATIONS**

1. Previous related by-law experience and ability to determine and issue parking infractions, enforce appropriate by-laws and maintain computerized records and logs. Normally acquired by combination of education and related work experience.
2. Successful completion of the Municipal Law Enforcement Officer's Association's Basic and Court Preparation courses would be an asset.
3. Proven ability to investigate and assess complaints.
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. Working knowledge of Microsoft Outlook, Word, Excel and Access. Knowledge of Hansen and/or Amanda 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.**

**NOTE 1:**

Applicants who attend personal interviews will be required to take a "copying skills test" at the time of the personal interview.

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

\*\*\*\*\*