

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(PARKING & BY-LAW SERVICES DIVISION – HAMILTON MUNICIPAL PARKING SYSTEM - 80
MAIN ST. W.)

QUALITY CONTROL PROCESSING CLERK – CUPE 5167(INSIDE WORKGROUP)

SUMMARY OF DUTIES

Reporting to the Supervisor, Parking Revenue Management, monitor and resolve various issues pertaining to the payment of Parking Penalty Notices. Receive and respond to the public and management staff with respect to Parking Penalty Notice inquiries inclusive of plate denial and on-line ticket payments.

GENERAL DUTIES

Input data into computerized database by adding, deleting and modifying information.

Conduct daily reconciliations by checking on-line tickets against the Parking Ticket Management System, and recording and/or amending any discrepancies.

Prepare and process notices respecting NSF payments received.

Review, log, respond to routine non-processable payments (“Trouble Mail”).

Track and verify ticket transactions by checking clearances and ensuring transactions completed by cashiers.

Receive and respond to the public and management staff with respect to Parking Penalty Notice inquiries via phone, e-mail, and letter or in person.

Maintain daily, weekly and yearly statistical data.

Reconciliation of accounts receivables, collections and delinquent parking fees.

Provide First Attendance Clerk backup as required.

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.

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

QUALIFICATIONS

1. Previous administrative experience through a combination of education and work experience.
2. Working experience using fundamental business math skills and working knowledge of balancing cash transactions or a combination of education and related work experience.

3. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel and Outlook) and database software. Proven ability to input, retrieve, manipulate and maintain data with accuracy being a key component.
4. Proven ability to deal with people in difficult situations, (i.e. conflict resolution). Possess excellent people skills, including effective communications skills, both verbally and in writing.
5. Ability to work with figures and balance cash transactions with accuracy and attention to detail.
6. Work planning, priority setting and organizational skills to work within defined timeframes.