

## **CITY OF HAMILTON**

### **PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT** **(PARKING AND BY-LAW SERVICES DIVISION – LOCATION – 80 MAIN ST. W.)**

#### **PARKING ENFORCEMENT ADVISOR**

##### **SUMMARY OF DUTIES**

Reporting to the Manager of Parking Enforcement & School Safety, the incumbent will contribute by monitoring and reporting on the quality of assets, employee performance and customer related issues, in accordance with regulatory, corporate and contractual standards. Promote a service, oriented culture and focus within the unit. Promote teamwork and integration within Parking Enforcement & School Safety, with customers and with community partners participating in cross-functional and cross-program initiatives.

Using best practices and internal/external benchmarking approach; develop and recommend divisional performance measures.

Audit and report on asset and employee performance against internal and external benchmarks. Design and recommend strategies to improve effectiveness and efficiency.

Participate in strategic planning for the Parking Enforcement & School Safety section.

##### **GENERAL DUTIES**

Develop, in conjunction with the divisional sections and provider departments, performance measures, monitoring and benchmarks.

Collect, generate and monitor all reports pertaining to the Parking Enforcement & School Safety work plan and performance measures.

Develop and recommend quality assurance programs to ensure that staff meets the approved protocols.

Monitors, measures, evaluates and reports on the performance of contracted services.

Review and make recommendations related to parking tag enquiries.

Monitors, measures, analyzes, evaluates and reports on the performance of enforcement applications and staff. Identifies opportunities and initiates plans for improvement.

Conduct and manage monthly auditing of enforcement and adjudication activities.

Assists with productivity improvement studies and implement changes as required.

Recommend changes to policies and procedures to encourage maximum revenue activity and ensure compliance with mandated service requirements.

Review procurement strategies for the section and develop policy and procedures for carrying out the selected processes.

Participate in the functions of the Supervisors of Parking Enforcement & School Safety duties as required.

Liase with the general public, elected officials, consultants, developers and other level of government on issues relating to the direct responsibilities of this position.

Provide backup coverage for the MLE Advisor, Parking Enforcement Advisor and Coordinator, Customer and Support Services as required.

Perform such other duties, which are related to the normal job function.

**QUALIFICATIONS**

1. Post secondary degree/diploma in a related discipline or a minimum of five years experience, preferably in an operations environment.
2. Demonstrated administrative and operational experience. Supervisory experience would be considered an asset. Excellent interpersonal skills, and demonstrated tact and professionalism and ability to function in a team based environment.
3. Demonstrated experience working with municipal by-laws, provincial legislation and courtroom preparation and prosecution.
4. Excellent analytical, organizational, verbal and written communication skills.
5. Possess a high level of personal integrity and be an excellent communicator.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Excellent computer skills, in a Windows environment utilizing MS Office software. Extensive, knowledge of spreadsheet and database software. Knowledge of Hansen would be considered an asset.
8. Valid Ontario Class "G" driver's licence.