

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING & BY-LAW SERVICES DIVISION – HAMILTON MUNICIPAL PARKING SYSTEM)**

CUSTOMER SERVICE ADMINISTRATOR

SUMMARY OF DUTIES

Report to the Supervisor, Parking Revenue & Customer Service Management provide administrative and customer service support to multiple staff in the Hamilton Municipal Parking System by assisting customers in securing services concerning the provision of parking and enforcement, issuance of on and off-street parking permits and utilizes specialized knowledge to provide complex and technical information to customers.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO):

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 various parking programs, operations and procedures necessary to conduct business with the department.

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

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.

Prepares, composes and proofreads correspondence and reports on a variety of confidential and routine matters. Prepares a response to non-routine matters for the review and consideration of the Managers and Supervisors.

Using a cloud-based software solution (GTECHNA – Officer Command Centre), receive and upload confidential electronic data from the Ministry of Transportation on owners of vehicles with outstanding parking violations.

Prepare and submit to the Defaulted Fines Control Centre and the Ministry of Transportation submissions for plate denial.

Receive and respond to the public and management staff with respect to plate denial matters.

Prepare and schedule Screening and Hearing appointments for defendants respecting Fines issued through the Administrative Penalties System.

Maintain the division's electronic and hard copy Records Retention system for Certificates of Parking Infraction/Penalty Notices, convictions/affirmations, payments and plate denial requests in accordance with the City's Record Retention By-law requirements.

Sort and prepare hard copy records for appropriate destruction in accordance with the City's Records Retention By-law requirements

Work in accordance with the provisions of the applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Provide coverage for the Customer Service Representatives when required.

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

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 INFOR 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.

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

