

PAID PARKING ATTENDANT

Department: Protective Inspection and Control
Reports To: Municipal Law Enforcement Manager
Supervises: Not Responsible for the Supervision of Staff
Review Date: August 2023

SUMMARY OF POSITION

Under the directions of the Municipal Law Enforcement Manager, the Paid Parking Attendants will proactively engage and assist the public with operation of the paid parking meters. The Attendants will perform the enforcement of the Town's parking regulations, in the metered parking spaces and and assists with the enforcement of the Parks and Facilities By-Law at the Town's Waterfront.

FUNCTIONAL RESPONSIBILITIES

- ❖ Patrols assigned areas to monitor adherence to Town's Waterfront Parking by-law, identifies parking violation and issues violation tickets in accordance with parking by-law/Provincial Offences Act.
- ❖ Informs Municipal Law Enforcement Manager of any malfunctioning parking meters, faded paint in designated parking spaces, vandalized signs, and other damages.
- ❖ Monitors equipment condition of meters and trouble shoots problems with the parking meters as required.
- ❖ Performs maintenance of parking meters and collection and handling of cash boxes.
- ❖ Assists parking patrons with use of parking meters.
- ❖ Attempts to resolve issues between complainants and alleged violators, providing educational information to achieve By-Law compliance and penalization if necessary.
- ❖ Maintains records and Attendant's notes.
- ❖ Attends Court if required.
- ❖ Assists the Municipal Law Enforcement Manager and Officer when required.
- ❖ Adheres to Town and Departmental policies, procedures, and programs. Contributes to development of department goals and objectives regarding own work as requested by Municipal Law Enforcement Manager.
- ❖ Promotes a high standard of customer service to the public as well as to all internal customers.
- ❖ Assists in the maintenance of a positive team environment by working cooperatively with other staff, using the appropriate processes for handling problems, helping to motivate and encourage peers, contributing ideas, and assisting others where necessary.
- ❖ Performs other related duties as assigned.

POLICY/PROCEDURE

- ❖ Not responsible for policy/procedure management.

STRATEGIC MANAGEMENT

- ❖ Not responsible for strategic management.

EDUCATION AND QUALIFICATIONS.

- ❖ Must be 18 Years of Age.
- ❖ Enrollment in a post-secondary program of a related field (i.e., Police Studies, Community and Justice Services or Protection, Security, and Investigation) or related experience.
- ❖ Valid Ontario Driver's Licence.
- ❖ Valid First Aid/CPR Certification
- ❖ Satisfactory Criminal Records Check (CRC)

KNOWLEDGE AND SKILLS

- ❖ Knowledge of municipal Waterfront Parking by-laws.
- ❖ Self-motivated individual.
- ❖ Good verbal communication and customer service skills.
- ❖ Good written communication skills including concise report writing.
- ❖ High level of comfort in dealing with the public.
- ❖ Ability to perform physical work (lifting, sitting, standing, walking, carrying) and capable of working in varying of weather conditions.
- ❖ Ability to listen to and prioritize complaints.
- ❖ Ability to interpret by-laws and enforce the same.
- ❖ Knowledge and use of general office equipment including related computer software/hardware.
- ❖ Ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature.
- ❖ Ability to think and act strategically and appropriately in a political and community service environment.
- ❖ Ability to work independently with minimal supervision and in a team environment.

PERSONAL CONTACTS

Communicates with internal and external individuals.

- ❖ Internally, this includes:
 - CAO, Senior Leadership Team Directors and Managers, municipal employees, and members of Council

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- ❖ Externally, this includes:
 - The public, neighbouring municipalities, consultants, contractors, provincial and federal agencies, and non-governmental organizations (NGO) (i.e., local service clubs, etc.)

HEALTH AND SAFETY

- ❖ Ensure that Occupational Health & Safety Act, the Town of Goderich Health and Safety Program, and other provincial legislation and regulations are strictly observed and followed.
- ❖ The Town will provide the necessary safety equipment for this position.

WORKING CONDITIONS

Work occurs in an outdoor environment in all weather conditions. This position requires long periods of sitting, standing, or walking, as well as consistent visual and mental concentration on cell phone screen when issuing parking violations. Hours of work are scheduled within the core operating hours of 8:00 AM – 6:00 PM, Monday through Sunday, working 40 hours per week between May-August. Work involves exposure to abusive language, threatening behaviour, disruptions, difficult situations and/or conflict that must be handled diplomatically and without compromising the Town of Goderich's corporate policies.

NOTE TO READER: This job description is intended to relay information that describes the general responsibilities, tasks and processes involved in performing the duties of this job. It is not intended to be a



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comprehensive list of tasks or a detailed step-by-step job manual. The information provided will indicate the general skills, effort, responsibility, and working conditions expected in the role.