

	Title: Parking Enforcement Officer	<i>Date:</i> March 2021
	<i>Department:</i> Administration	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 15
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is regulatory and enforcement work to ensure compliance with City parking regulations, the Highway and Traffic Regulation Bylaw and the Motor Vehicle Act. The work involves a fair amount of tact and diplomacy when dealing with the public. The primary duty is chalking tires of cars in the downtown area that are parked on the street or in parking lots and performing related clerical duties such as entering ticketing information into the Tempest software program. The position reports to the Chief Bylaw Enforcement Officer who reviews the work performed for conformance with established procedures and policies.

Illustrative Examples of Work

1. Patrols City areas and parking lots by foot, chalking tires where parking signs designate time limits and on subsequent patrols; and issues tickets for parking infractions.
2. Takes pictures of vehicles and violations using a cellphone camera; inputs the information into a ticketing software or hand writes tickets; reviews and prints the ticket and places the ticket on the vehicle windshield.
3. Records, reports, and tows vehicles parked in safety violations or that have multiple outstanding tickets.
4. Investigates complaints relative to illegal parking and provides information to the public on matters related to the work.
5. Ensures that workers are adhering to their lane closures or parking assignments for construction work or movie shoots.
6. Enters tickets into Tempest software program and documents any notes about specific tickets, infractions or interactions.
7. Responds to emails and relays information to Chief Bylaw Enforcement Officer or Bylaw Enforcement Officers as required.
8. Contacts ICBC to run vehicle searches for owner information or to confirm valid insurance.
9. Develops and maintains good working relationships with staff and various external agency contacts.
10. Performs related work as required.

Required Knowledge, Abilities and Skills

1. Considerable knowledge of City parking regulations, the Highway and Traffic Regulation Bylaw and the Motor Vehicle Act related to the work performed.

2. Some knowledge of court procedures and legality of various types of evidence.
3. Ability to effectively investigate and report on regulatory matters related to the work.
4. Ability to deal tactfully and effectively with staff, various external agency contacts and the general public.
5. Ability to interpret the Highway and Traffic Regulation Bylaw and City parking regulations to the public in order to provide information and assistance and to communicate effectively orally and in writing.
6. Ability to establish and maintain effective working relationships with staff, various external agency contacts and the general public.

Desirable Training and Experience

1. Completion of Grade 12.
2. Supplemented by at least one year's experience in public contact work, preferable in the field of investigation.
3. Successful completion of the Bylaw Enforcement Officers' courses.
4. Or an equivalent combination of training and experience.

Required Licences, Certificates and Registrations

Valid Class 5 Driver's Licence for the Province of British Columbia.