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# JOB DESCRIPTION

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**JOB TITLE:** PARKING CONTROL OFFICER      **SCHEDULE:** B  
**DIVISION:** BYLAW SERVICES      **PAYGRADE:** 6  
**DEPARTMENT:** PUBLIC SAFETY

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The incumbent patrols an assigned area of the City and controls vehicular parking by issuing tickets to parking violators or by ordering vehicles to be towed. Although the work is routine and repetitive, dealing with angry or hostile members of the general public requires considerable conflict resolution and communication abilities. The incumbent is required to work outdoors in all weather conditions and is required to wear City-issued uniforms and outerwear. The job requires the incumbent to walk for the majority of every shift and this requires sufficient physical stamina. Performs related duties. Schedule D hours.

## **MAJOR RESPONSIBILITIES:**

**Under general supervision of the Administrative and Parking Coordinator:**

### **Controls vehicular parking by:**

- Enforcing the Parking and Traffic, Off-Street Parking, and Snow and Ice Control Route Restriction and Regulation bylaws;
- patrolling an assigned area of the City, either on foot or in a vehicle, to check for parking violations including those in fire lanes and handicapped parking spots;
- chalking tires of vehicles manually, parked timed parking zones,
- recording time and returning at specified intervals, to determine if vehicles are illegally remaining in parking spaces beyond allowable time limits and issuing tickets where necessary;
- operating a mobile license plate recognition vehicle;
- monitoring and enforcing timed zones and permitted parking of on and off street parking;
- inspecting parked vehicles for permits;
- completing and issuing tickets for parking violators utilizing both hand written tickets and electronic ticketing devices; and
- issuing orders for vehicles to be towed, where appropriate.

### **Performs related tasks such as:**

- providing ticket books to administrative staff to facilitate preparation of violation records, as required;
- maintaining and collecting of coins from the pay stations;
- attending court or adjudication proceedings as a witness to give evidence regarding parking violations;

## Parking Control Officer

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- gathering and tabulating information as instructed;
- preparing brief reports regarding parking control matters;
- identifying and reporting to immediate Supervisor any potential incorrect signage;
- providing recommendations on location of signs to immediate Supervisor;
- reporting on aggressive panhandling and similar situations observed while on patrols; and
- reporting on unsafe conditions observed while on patrols.

### **Provides professional customer service by:**

- dealing with members of the general public in a diplomatic and tactful manner;
- providing assistance, information and directions to the public when requested; and
- screening complaints of tickets issued, as required.

### **QUALIFICATIONS:**

**Education:** Completion of Grade 12. Courses in parking control or bylaw enforcement would be considered an asset. Formal training in customer service and conflict resolution is required.

**Experience:** A minimum of one year of experience working with the public requiring enforcement of rules and regulations. Familiarity with parking control, bylaw enforcement, court and adjudication processes and experience working in a regulatory field enforcing regulations and gaining compliance would be assets.

**Knowledge and Skills:** Good knowledge of the geographic areas and neighborhoods of Prince George. General understanding of parking control procedures, court and adjudication processes. Ability to deal courteously, tactfully and diplomatically with traffic violators and other members of the general public. Ability to effectively and rationally deal with verbally abusive or hostile individuals. Demonstrated commitment to customer service. Ability to work within a proactive team environment. Exceptional ability to self-motivate and work with a minimum of supervision and direction. Ability to foster and maintain positive, cooperative working relationships with other City employees. Ability to accurately gather evidence and write reports on parking infractions. Ability to communicate effectively in the English language, both orally and in writing. Ability to facilitate problem resolution. Ability to comprehend and follow verbal instructions and establish written operational policies and procedures. Good health and sufficient stamina to perform required duties. Ability to understand and effectively carry out written and oral instructions with a minimum of supervision. Demonstrated competence with computer programs related to the work. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License:

Yes. Class 5 Full Privilege.

Vehicle Usage:

Yes. City owned vehicle. Clean Driver's Abstract.

Police Information Check:

Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offenses related to the position.

Prepared by: KC, Rae-Ann Emery  
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Revised by: Diane Flannagan  
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Revised by: Fred Crittenden  
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Revised by: C. Peters, S Young