

Posting Title: Parking Enforcement Officer

Job ID #: 6200

Status: Regular Full-Time

Salary: \$72,073 - \$78,558

Shift: Rotational

Hours: 40.00

Location: City of Toronto

Vacancies: Several

Job Code: C51PEZ Class 5 (40)

Opening Date: Monday January 9, 2023

Must Apply By: Friday February 3, 2023

The Toronto Police Service is looking for a candidate that shares our corporate values:

Service at our Core – Do the right thing – Connect with Compassion – Reflect and Grow

The Toronto Police Service is the fourth largest municipal police service in North America. With over 5,000 officers and approximately 2,500 civilian employees, we are dedicated to delivering best-in-class police services, in partnership with our communities, by being where the public needs the Service the most, by embracing partnerships to create safe communities, and by focusing on the needs of the City.

The Opportunity:

Do you enjoy working outdoors with minimal supervision? Do you love interacting with the public and providing excellent customer service? If yes, the Toronto Police Service is looking for someone like you to fill the position of Parking Enforcement Officer.

What can I expect to do in this role?

In this position, you will be responsible for enforcing parking by-laws in the City of Toronto and ensure fair access to parking spaces in accordance with city guidelines. Other specific responsibilities include:

- Issuing parking tags to illegally parked vehicles and arrange to have cars towed.
- Attending to parking complaints received from the public and taking appropriate action.
- Attend Court when required
- Assisting in the recovery of stolen vehicles.
- Responding to telephone, police radio and in-person inquiries from members of the Service or members of the public regarding parking and/or municipal by-laws, procedures and policies.
- Preparing and processing the appropriate paperwork in response to various requests and reports submitted by members of the community or Parking Enforcement Officers.
- Maintaining contact with Municipal Law Enforcement Service Agencies. Inspecting sites and making recommendations to ensure compliance with MLE by-laws.
- Monitoring previously approved sites to ensure continued compliance with by-laws and preparing appropriate reports.
- Attending meetings with members of the Service and/or the community to provide information and advice regarding municipal or parking by-laws.
- Maintaining and issuing equipment and supplies to Parking Enforcement Officers.
- Maintaining, updating and searching various manuals or automated registers, lists and filing systems.
- Keeping an up-to-date file of municipal by-laws.
- In addition, you may be required to assist with the preparations for special events by erecting signs and covering parking meters; take control in emergencies or at crime scenes until emergency staff or police officers arrive.
- Other duties inherent to the position

How do I qualify?

Education/Experience

- Have successfully completed at least four years of secondary school education or its equivalent (Note: official transcripts and diplomas will be required. Where education has been completed outside of Ontario, official proof of equivalency must be obtained)
- Have acquired a minimum of one-year experience working with the public.

Competencies

Conflict Resolution Skills:

- You have the ability to listen and remain calm when dealing with public complaints
- You have demonstrated problem and conflict resolution skills to deal effectively with public complaints and situations that can be difficult and stressful

Communication Skills:

- Excellent customer service skills when dealing with the public and when establishing rapport with members of the community to ensure compliance and cooperation
- Exceptional work ethic and high level of integrity to perform the job fully and efficiently
- Strong written communication skills to maintain memo books, prepare internal correspondence and various Toronto Police Service reports and forms

License and Certification Requirements:

- A valid "G" class driver's licence with no more than six demerit points, permitting you to drive an automobile in Ontario with full driving privileges
- A good driving record is essential
- Current certification in both "Standard First Aid" and "CPR" level "C" from accredited agency is an asset.
- Must demonstrate a level of fitness (shuttle run level 4) - Test will be conducted by TPS
- A current and valid Ontario Association of Chiefs of Police (OACP) Certificate **inclusive of vision and hearing**

NOTE: For more information on obtaining the OACP certificate of results please visit www.oacp.ca.

Conditions of Employment:

- Must be able to endure prolonged physical activity on a daily basis.
- Must be able to work rotating shifts (days/afternoons/nights) independently in an outdoor environment, which can include extreme weather conditions.
- Deemed medically fit for the position through a medical assessment.
- Must successfully pass the required Toronto Police Service driving test to operate a police vehicle
- Successfully complete the Parking Enforcement Training Program that consists of 6 weeks (paid)
- Anticipated start date of training program: June 2023

Probationary Period

6 months

Contacts

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