

Traffic and Parking Control Officer (Relief)

Job Requisition	JR-2025-215 Traffic and Parking Control Officer (Relief) (Open)
Job Family	CUPE
Start Date	2025-12-10
End Date	2025-12-25
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Parkade-Building/Traffic-and-Parking-Control-Officer--Relief-_JR-2025-215
Description	Internal Closing Date: Dec 18, 2025

External Closing Date:

Dec 25, 2025

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

38.36

Minimum Weekly Hours:

1

Up to Two (2) positions available

Reporting to the Assistant Manager, Protective Services, this position performs parking and traffic enforcement, parking system maintenance, enforcing the City's Traffic bylaw and other applicable bylaws while maintaining a high level of customer service.

Duties Include:

- Patrols parking areas both by foot and by motor vehicle and conducts general parking and traffic control; patrols on-street parking meter system and City parking lots, enforces maximum posted on-street time limits, issues parking violation tickets, and facilitates towing of vehicles as required.
- Collects monies from parking meters and parking permit dispensers; transports monies to City vault.
- Repairs and maintains on-street parking meter system and City parking lot permit dispensers.
- Advises public of parking regulations in answer to their inquiries; and shares other bylaw requirements that may be applicable.
- Provides customer service by suggesting appropriate parking options and alternative payment methods to the public.
- Responds to angry individuals in a public setting in a professional and tactful manner.
- Responds to complaints regarding Traffic violations in all areas of the City.
- Complies with WCB regulations including adhering to lone worker safety protocol, identifies safety concerns with supervisor and participates in corporate safety programs.
- Investigates and enforces municipal bylaws, including but not limited to, Traffic Bylaw, Good Neighbour Bylaw, Business License Bylaw, and Parks and Public Places Bylaw. Traffic officers may be called to attend a parking issue within City Parks where they are required to

write a parking ticket under the Parks and Public Places Bylaw.

- Acts as a City representative in the Municipal Ticket Information and Bylaw Offence Notice Enforcement systems by writing and delivering ticket information's, and presents evidence in adjudication hearings and provincial court as required.
- Maintains contact and liaises with other City departments and outside agencies including City Screening Officer, Towing Contractor, Downtown Vernon Association, RCMP, Vernon Fire Rescue Services and Traffic Control Contractors to ensure effective parking system operations.
- Conducts effective educational presentations to applicable stakeholders.
- Provides Screening Officer with requested information with regards to violation ticket appeals, including officer statements, time stamped photos and other applicable evidence.
- Liaises with Coordinator, Licensing & Administration to action on-street Permits as per licencing and policy requirements.
- Inputs, prepares, records, and reports on issues relative to traffic & parking enforcement activities as requested.
- Collects and inputs parking system maintenance data to maintain a database of City parking assets.
- Responds to enquiries by phone, in writing, and in person to related to bylaw enforcement matters with the ability to direct clients to the appropriate City department or external agency.
- Prepares departmental correspondence for supervisors or own signature.
- May act as a courier delivering City or other deposits as needed.
- Performs related duties as required.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Minimum six months' experience in a customer service, bylaw enforcement, security, or dispute resolution field.
- Current valid BC Class 5 driver's license.
- Level 1 - Bylaw Compliance, Enforcement and Investigative Skills Certificate.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to learn and apply the Traffic bylaw and other related City bylaws, Department policies and procedures.
- Proficient in the use of computers, automated systems and related software programs, other related database programs and general office equipment.
- Communicates in a courteous, tactful and diplomatic manner where people are agitated.
- Skilled in effectively defusing agitated persons.
- Ability to tactfully communicate with individuals that may be affected by mental health and substance use or are experiencing homelessness and use sound judgement to call an appropriate agency for assistance.
- Proven ability to efficiently use modern phone technology with reasonable speed and accuracy as related to essential operational processes and officer safety.
- Articulates well verbally to professionally respond to the general public, businesses or other agencies.
- Proven ability to draft and write business correspondence such as reports, letters, emails, memos that demonstrate an understanding of proper sentence structure, grammar and professionalism.
- Knowledge of Bylaw Enforcement Officer authorities including the Bylaw Notice

- Enforcement Act and related adjudication hearings.
- Exercises mature judgement in problem solving.
- Physical ability to perform the work, primarily on foot in all weather conditions.
- Ability to obtain a statutory approval appointment by City Council if required to enforce bylaws.
- Ability to obtain and maintain an acceptable Criminal Record Check and Vulnerable Sector Check.
- Ability to obtain and maintain an RCMP Enhanced Reliability Security Clearance.

Preferred Education and Experience:

- Postsecondary courses in municipal administration or courses related to compliance and enforcement.
- One-year municipal experience in bylaw enforcement or related fields.
- Level 2 Bylaw Compliance, Enforcement and Investigative Skills Certificate or equivalent knowledge and experience.

Preferred Knowledge, Skills and Abilities:

- Previous experience and knowledge of parking system maintenance and asset management.
- Thorough knowledge of conflict resolution and de-escalation techniques.

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting “apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Casual
Location	Parkade Building
Time Type	Part time
Locations	
Supervisory Organization	Bylaw Compliance Team