

Parking Enforcement Officer I & II

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, enforces city parking laws and ordinances, codes and regulations; interacts with the public in regard to enforcement issues and general information matters; keeps city staff informed of necessary maintenance needed of signs, lights, overgrown brush and any issues that could pose as a parking hazard; services and maintains parking enforcement equipment, such as meters, parking machines and signs, and performs related duties as assigned.

IDENTIFYING CHARACTERISTICS

Parking Enforcement I

This is the entry-level class in the Parking enforcement series. A Parking Enforcement Officer I initially works under general supervision and is responsible for routine parking enforcement functions, such as issuing standard citations and maintaining equipment. An incumbent is expected to become increasingly knowledgeable of state and city laws, ordinances, procedures and practices pertaining to vehicles, and parking and to carry out assignments with increasing autonomy and accountability. Incumbents may advance to Parking Enforcement Officer II after gaining experience and demonstrating proficiency that meets the qualifications for the higher-level class.

Parking Enforcement Officer II

This is the full journey-level class in the parking enforcement series. Under direction, incumbents perform the full range of assigned duties in the parking enforcement function. This class may provide lead direction to less experienced full-time and part-time staff. This class differs from the lower-level class in the skill level required and the sensitivity, complexity and accountability of assigned duties. Parking Enforcement Officer II duties would include administrative duties related to operating the Parking Enforcement unit and parking meters and handling cash.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Enforces parking control laws and regulations; patrols streets on foot; identifies vehicles and parking illegalities and determines, writes and/or issues citations or warnings in accordance with City, county and/or state laws, regulations, ordinances and procedures.
2. Interacts intensively with the public on an ongoing basis; receives, listens to and skillfully handles parking, disturbance and/or enforcement issues and complaints; educates the public regarding parking regulations and citations; answers questions from public regarding city geography and other general matters; as necessary, researches and responds to customer complaints, questions and concerns or refers complaints and requests to supervisor or other departments as warranted.
3. Services and maintains parking enforcement equipment; collects money from parking meters and transports to City Hall (Parking Enforcement Officer II only); monitors proper functioning of, cleans and performs minor repairs of parking meters and machines; notifies supervisor of malfunctions that require repair outside scope of expertise; identifies curb repainting, overgrown brush, signage or any other issues that could pose a hazard to citizens, vehicles,

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and/or staff.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Modern office procedures, methods, and equipment including computers.
2. Customer service techniques, practices, and principles.
3. English usage, spelling, grammar, and punctuation.
4. Basic mathematical principles.
5. Basic usage of android phone
6. Basic geographic layout of the City.

Ability to:

1. Interpret, apply, explain and enforce laws, codes and ordinances related to parking enforcement.
2. Exercise sound judgement within established guidelines and supervisory direction.
3. Analyze situations and determine appropriate course of action.
4. Establish and maintain effective working relationships with those contacted in the course of work.
5. Communicate effectively both orally and in writing.
6. Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.
7. Perform the required duties in an accurate and timely manner.
8. Clearly, accurately, and in a professional manner communicate department policies and procedures to the public, including hostile and irate citizens.
9. Work with time deadlines and constant interruptions.
10. Perform mathematical calculations.
11. Follow oral and written instructions.
12. Work independently in the absence of supervision.
13. Be a City Ambassador while effectively managing and enforcing the City's parking program.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Enforcement Officer I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Some experience involving a high level of public contact is highly desirable.

Enforcement Officer II

Education/Training:

Equivalent to the completion of the twelfth grade. Experience involving a high level of public contact.

Experience:

Experience in parking enforcement, law enforcement, security or a related field is a plus. A Parking Enforcement Officer I may be considered for advancement to Parking Enforcement Officer II after demonstrating proficiency to perform the full range of duties of the latter class

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate California driver's license or ID card.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Must be willing to work evenings, weekend shifts, and as needed on an emergency basis. Must be willing to work out of doors in all weather conditions.

Physical:

Primary functions require sufficient physical ability and mobility to work in the outdoors; to stand and walk for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to operate equipment requiring repetitive hand movement and fine coordination including use of an Android phone; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.