

PARKING ENFORCEMENT OFFICER

DEFINITION

Under direct supervision, enforces City parking regulations; provides general information and assistance to the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Community Service Officer. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a non-sworn classification in the Police Services Department that performs the full range of duties related to the enforcement of parking regulations. Responsibilities include inspecting and attending to assigned areas in a timely manner and performing a wide variety of tasks in enforcing parking regulations. As experience is gained, assignments are performed with greater independence and

Incumbents are expected to exercise greater judgment and initiative. Positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other non-sworn classes in that it performs activities specifically related to parking control enforcement. This class is further distinguished from the Community Service Officer in that the latter is responsible for direction and supervision of over Parking Enforcement staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols assigned routes to enforce parking ordinances; issues parking citations in metered and non-metered zones, and along streets and in all areas where parking is controlled or prohibited by City ordinance; writes warnings and amendments to previously issued citations.
- Issues non-moving traffic citations for violations observed.
- Chalks tires of vehicles parked in non-metered spaces, records time, and returns at specified intervals to ticket vehicles remaining in spaces illegally.
- Maintains, repairs, and replaces parking meters; collects money from meters and follows proper storage, reporting and reconciliation guidelines.
- Collects lock box money and citations from high school.
- Enforces abandoned vehicle abatement program; tags and arranges for towing of abandoned or illegally parked vehicles or impounding of vehicles for outstanding tickets, as necessary .
- Reports missing, damaged traffic signals, signs, and parking meters; submits work order requests for signage, curb painting.

- Operates and maintains specialized equipment, including police radios, hand held computers, and speed trailer.
- Responsible for delivering documents including City Council, Design Review, Planning Commission packets; responsible for the delivery and pick up of interoffice mail and supplies from the Sheriff's Office.
- Assists in controlling traffic at accident scenes or in emergency situations.
- Assists with crossing guard duties before and after school, as necessary.
- Prepares monthly statistical reports on number of citations issued, vehicles towed and other various activities; maintains accurate records, log sheets, and files; submits copies of citations to appropriate staff.
- Responds to questions and complaints from the public; refers to supervisor, as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles, and practices of law enforcement agencies.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- City geography, maps, streets, landmarks, and driving directions.
- Basic principles of record keeping.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Learn, understand, interpret, and apply applicable codes, regulations, policies, technical processes, and procedures, including vehicle codes and parking ordinances.
- Read and interpret maps and other pertinent documentation.
- Assess situations while remaining calm and using sound judgment.
- Learn and apply terminology and procedures used in parking control enforcement.
- Maintain accurate records and files.
- Organize own work, set priorities, and meet critical deadlines.
- Safely and effectively use and operate specialized equipment required for the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and some general experience involving public contact is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform light physical work, to climb and descend vehicles, and to operate varied tools and equipment; vision to read printed materials; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work a varied schedule of hours, which may include evenings, and/or weekends, as needed; ability to pass a comprehensive background check. An occupational medical pre-employment physical exam is required.