



## **PARKING ENFORCEMENT OFFICER**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION**

Under general supervision, patrols controlled parking areas; issues citations for parking violations with handheld automated devices; arranges for vehicle towing; responds to public questions and concerns; performs other related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

The Parking Enforcement Officer is the journey level class responsible for the enforcement of City parking ordinances. Incumbents communicate with business representatives and the public regarding parking regulations, problems, and violations. This classification is distinguished from the next higher classification of Police Sergeant in that the latter is a sworn peace officer with supervisory responsibilities.

### **SUPERVISION RECEIVED/EXERCISED**

Receives general supervision from a Police Sergeant. Incumbents in this classification do not routinely exercise supervision, but may provide technical and functional supervision as needed to train new Parking Enforcement Officers

### **ESSENTIAL FUNCTIONS** *(Include, but are not limited to the following)*

- Patrols off-street and on-street controlled parking areas; observes instances of over-parking by chalking vehicle tires; issues citations for violations using handheld automated devices; enters data and makes computer inquiries regarding vehicles and citations; coordinates towing of unregistered, abandoned, stolen or impounded vehicles and inventorying the contents of vehicles as required.
- Operates specialized parking enforcement vehicles; ensures adherence to safe work methods, procedures, and practices; reports damaged or inoperative parking meters, traffic signals, signs, and markings; identifies pedestrian and vehicle hazards such as broken pavement, stalled vehicles, and fallen trees/limbs; reports hazards to appropriate department.
- Responds to questions and concerns from business representatives, the general public, departmental staff, and other agencies; provides information as appropriate and resolves service issues and complaints.
- Directs traffic and performs other traffic control related duties at accident scenes and community events.
- Maintains records and prepares reports regarding citations and towing activities.
- May be called to court to testify regarding citations or towing activities.
- May assist sworn officers with traffic school and assist in implementing traffic checkpoints.
- Ensures that assigned vehicle is serviced and maintained as necessary.

- Establishes positive working relationships with representatives of community organizations, state/ local agencies, City management and staff, and the public.

**QUALIFICATIONS** *(The following are minimal qualifications necessary for entry into the classification)*

**Education and/or Experience:** Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Parking Enforcement Officer. A typical way of obtaining the required qualifications is to possess two years of experience involving heavy public contact and a high school diploma or equivalent.

**License/Certificate:** Possession of, or ability to obtain, a valid Class C California drivers license

**KNOWLEDGE/ABILITIES/SKILLS** *(The following are a representative sample of the knowledge/abilities and skills necessary to perform essential duties of the position.)*

**Knowledge of:** Vehicle code and municipal ordinances regarding control of parking; court proceedings; basic principles of mathematics; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:** Deal effectively with the public; patrol and assess the assigned area for parking violations; issue parking citations; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; remain calm under stressful situations; operate a three wheel motor scooter; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; write concise reports; maintain records; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:** Safely and effectively operate a variety of equipment used parking enforcement, including vehicles and handheld citation issuing devices.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS**

Position requires standing, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires both near and far vision, and acute hearing. Additionally, the position entails working outdoors in all weather conditions, including wet, hot, and cold and incumbents may be exposed to fumes, dust, and air contaminants. The nature of the work also requires the incumbent to operate a 3-wheeled or other vehicle and work in heavy vehicle traffic conditions and often work with constant interruptions. The need to lift, push, and drag equipment weighing up to 25 pounds is also required. Incumbents are required to work weekends and holidays. May be required to respond to after hours emergencies and call-outs and to wear a uniform.

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