

**CLASS SPECIFICATION
Parking Control Officer**

GENERAL PURPOSE

Under direction, enforces city and state motor vehicle and parking laws, ordinances, codes and regulations; interacts with the public in regard to parking enforcement issues and general information matters; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Parking Control Officers are responsible for performing City-wide parking control functions, such as enforcing parking and street sweeping ordinances, towing and impounding of abandoned and inoperative vehicles and issuing citations. An incumbent is expected to be knowledgeable of state and city laws, ordinance, procedures and practices pertaining to motor vehicle and parking enforcement and to carry out assignments with autonomy and accountability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Patrols City streets and neighborhoods to enforce motor vehicle and parking control laws and regulations; identifies vehicle and parking control illegalities and determines, writes and/or issues citations or warnings in accordance with City and state laws, regulations, ordinances and procedures; responds to calls regarding parking violations and complaints; patrols daily street sweeping routes and issues citations to parked vehicles impeding street sweeper routes.
2. Interacts with the public on an ongoing basis; receives, researches and responds to parking and vehicle enforcement questions, issues and complaints; provides information to the public on parking regulations and ordinances and citations; reports traffic accidents, traffic hazards and missing, vandalized or faded street signs.
3. Assists with the parking adjudication process; reviews and evaluates validity of contested citations within scope of responsibility and authority and when appropriate, dismisses citations; composes and sends appropriate responses; answers customer questions regarding the parking adjudication process; responds to administrative review requests for information regarding sign placement and visibility and disabled parking spots; attends monthly parking adjudication hearings and provides information to examiners.
4. Responds to customer complaints and conducts field investigations of abandoned and inoperative vehicles, vehicles with multiple violations and other vehicle code violations; issues warnings and citations; coordinates the towing and impound of abandoned/inoperative vehicles or vehicles in violation of other codes and ordinances; initiates, time tracks and updates case information in the City system.

5. Downloads and uploads handheld computer data to the parking enforcement processing system; updates handheld computer programs.
6. Trains new or temporary Parking Control Officers on all aspects of parking enforcement, including towing and impounding policies and procedures and use of City parking control equipment.
7. Assists in providing information for the City's street sweeping website and public service announcements regarding street sweeping and disabled parking programs.
8. Assists public works and transportation departments with review of new street sweeping areas; requests sign placement as needed for parking enforcement purposes; canvases newly dedicated/posted street sweeping areas to distribute street sweeping calendars; updates street sweeping route maps.
9. Services and maintains parking control equipment and vehicles; cleans and fuels assigned City vehicles; monitors proper functioning of parking control equipment.

OTHER DUTIES

1. Provides support and assistance to Code Compliance Officers as needed.
2. Assists with special events as assigned.

QUALIFICATIONS

Knowledge of:

1. State and City vehicle and parking laws, codes, ordinances and practices.
2. Basic etiquette and methods of providing information.
3. Automated parking control information systems and tools.
4. Standard office practices, procedures and equipment.
5. Basic research and investigative methods and techniques.
6. Principles and practices of sound business communication.

Ability to:

1. Interpret, apply, explain and enforce applicable laws, codes and ordinances related to motor vehicle and parking control.
2. Exercise sound judgment within established guidelines.
3. Analyze situations and determine appropriate course of action.
4. Communicate clearly and effectively, orally and in writing.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.

6. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations and upset individuals.
7. Establish and maintain effective working relationships with management, staff, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D equivalent; and some experience as a Parking Control Officer for another municipality; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California state driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; drive a vehicle; use hands to finger, handle, feel or operate standard office equipment; engage in repetitive movement with hands or wrists; reach with hands and arms and lift up to 25 pounds. Employees regularly may stoop, kneel, bend or crouch and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, the use of both eyes, depth perception, peripheral vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with management, staff, the public and others encountered in the course of work, some of whom may be dissatisfied, quarrelsome and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees frequently work in outdoor weather conditions in or near moving and/or heavy traffic. The incumbent is regularly exposed to fumes and airborne particles and loud or prolonged noise levels and occasionally works near moving mechanical parts.