

PARKING ENFORCEMENT OFFICER

DEFINITION

Under general supervision, enforces City parking regulations in an assigned area; provides general information and assistance to the public; impounds and provides for the storage of vehicles as necessary; responds to low priority city ordinance violations; assists with simple evidence collection as needed; assists with report taking as necessary; and performs related work as required to assist the patrol staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned Police Sergeant. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level non-sworn classification in the Police Department that performs the full range of duties related to the enforcement of parking regulations as well as assists the patrol officers with evidence collection, reporting writing and responding to city ordinance violations as needed. Responsibilities include inspecting and attending to assigned areas in a timely manner and performing a wide variety of tasks in enforcing parking regulations. Incumbents are expected to work independently and exercise 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 generally related to parking control enforcement with some added duties to assist the patrol officers as needed.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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 and related traffic ordinances; marks vehicles in timed parking areas; issues citations; writes warnings and amendments to previously issued citations.
- Issues non-moving traffic citations for mechanical violations observed.
- Impounds and provides for the storage of vehicles.
- Responds to questions and complaints from the public or refers to supervisor, as necessary.
- Performs repair and maintenance of broken meters.
- Reports needed repairs of streets and traffic signs and signals to appropriate staff.
- Reports traffic accidents and criminal activities or related occurrences to appropriate Police units.
- Operates and maintains specialized equipment, including two-way radios and three-wheel vehicles.
- Assists in controlling traffic at accident scenes or other emergency situations as needed.
- Assists officers and non-sworn staff as needed, including assisting with street closures, checkpoints, and other special events.
- Provides information to tourists and citizens, such as tourist attractions, maps, and directions.
- May train new Parking Enforcement Officers, and assists new police officers with understanding parking enforcement functions and regulations.
- Maintains accurate records, log sheets, and files; submits copies of citations to appropriate staff; prepares related daily and monthly reports.
- Assist with crime scene processing and evidence collection, such as photographs, fingerprint processing, and other evidence collection as needed.

- Responds to miscellaneous city ordinance violations, such as barking dogs, dogs off leash, constructions noise, etc...
- Take crime reports from the public when there is no suspect information and when officers are not available.
- Performs other duties as assigned and needed.

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.
- Terminology and procedures used in public safety dispatching.
- 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:

- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, regulations, ordinances, codes, and regulations.
- Assess situations while remaining calm and using sound, independent judgment.
- Maintain accurate records and files.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize own work, set priorities, and meet critical deadlines.
- Safely and effectively use and operate specialized equipment required for the work.
- Operate modern office equipment including computer equipment and software programs.
- 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 one (1) year of general experience involving public contact.

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 a computer screen; 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 and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 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.