

PARKING ENFORCEMENT OFFICER

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of parking enforcement support services for the City's Police Department; and performs related work as required.
Supervision received and exercised
Receives general supervision from assigned sworn or non-sworn management or supervisory staff. Exercises no supervision of staff.
Class characteristics
This is a journey-level class responsible for performing the full range of parking enforcement duties. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level 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 the Community Service Officer in that the latter performs a broader scope and variety of non-sworn law enforcement duties such as crime scene investigation, evidence collection and processing, abandoned vehicle abatement, neighborhood watch and public outreach, and animal control. This class is further distinguished from Police Officer classifications in that the latter are responsible sworn peace officers within the authority and limits of California Penal Code Sections 830.1 and 832.
Examples of typical 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. <ul style="list-style-type: none">• Patrols and enforces parking regulations; follows-up on complaints on, investigates, and documents parking violations; arranges for the towing or abatement of abandoned or illegally parked vehicles.• Issues citations for parking violations of restricted time zones, specially designated zones, overnight parking, and other parking enforcement codes.• Interprets and explains parking rules and regulations.• Directs traffic at special events, parades, crime and accident scenes, signal outages, and at other incidents and events.• Observes and reports hazardous conditions, obstructions to traffic, and other emergencies.• Maintains accurate departmental and law enforcement records, databases, and files; researches and compiles information for reports.• Attends necessary training and shift briefing sessions; monitors changes in regulations that may affect operations; implements policy and procedural changes after approval.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Principles, practices, methods, and techniques of providing parking enforcement and traffic control.• Functions, principles, and practices of law enforcement agencies.• Local, state, and federal law enforcement databases.• City geography, maps, streets, landmarks, and driving directions.• Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.• Safety practices and equipment related to the work.• Principles of record keeping.• Modern office practices, methods, and computer equipment and applications related to the work.• 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 <ul style="list-style-type: none">• Independently perform non-sworn parking enforcement program support duties.• Obtain pertinent information from individuals in stressful or emergency situations.• Assess situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; recommend and implement appropriate course of action.• Memorize codes, names, street locations, and other information.

- Read and interpret maps and other pertinent documentation.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Compile and summarize information and prepare accurate, clear, and concise reports, records, and other correspondence and documents.
- Organize, maintain, and update office database and records systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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.
- One (1) year of experience performing increasingly responsible non-sworn law enforcement support duties.

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 climb and descend vehicles and to operate parking enforcement 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. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate parking enforcement 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 25 pounds.

Environmental elements

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

Working Conditions

Must be willing to pass a detailed background investigation. Must be willing to work extended shifts or be called back in emergency situations and work with exposure to difficult circumstances, including exposure to dangerous situations.