

CITY OF MADERA

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, performs tasks and duties related to the enforcement of applicable federal, state, and local parking regulations; interacts with the public regarding parking regulations; observes and reports any needed maintenance of street or parking lot signs, markings, lights, or landscaping; follows policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Parking Enforcement Officer** is a part-time, at-will classification responsible for ensuring compliance with parking laws, ordinances, and regulations. The position typically works weekday daytime hours, however may work early mornings, evenings, and weekends to support the public's use of parking facilities. The Parking Enforcement Officer must be dependable and timely in reporting to work in support of parking enforcement activities. The Parking Enforcement Officer must also be able to communicate and interact in a positive manner with the public while enforcing parking regulations and performing assigned duties.

SUPERVISION RECEIVED/EXERCISED:

Receives supervision from a Police Sergeant. This position does not supervise any other individuals or classifications.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Patrols assigned areas, including streets and parking lots, on foot or in a street-legal vehicle.
- Monitors time-limited parking zones and other restricted areas for compliance with applicable parking regulations.
- Issues citations or warnings for parking violations, including unauthorized use of disabled parking spaces or parking in prohibited zones.
- Maintains accurate records of citations issued and enforcement activities. Captures digital images and downloads to applicable server.
- Prepares and submits reports on parking enforcement activities as required.
- Assists during special events by managing parking logistics and enforcing temporary regulations.

- Inspects parking equipment and reports malfunctions; observes and reports maintenance issues to responsible staff for follow-up; ensures all parking signs are clearly visible and upright; inspects and reports any deficiencies in markings for designated parking areas such as disabled parking, fire lanes, crosswalks, and loading and unloading zones.
- Reads, interprets, and enforces the City of Madera Municipal Code and California Vehicle Code. Marks vehicle tires with a chalk stick to monitor time limits.
- Utilizes a two-way radio for communication with Madera Police Department Dispatch Center.
- Employs conflict resolution and de-escalation skills when working with the public and co-workers.
- Follows direction and instructions from supervisor; works collaboratively with other department staff. Attends all scheduled trainings and meetings.
- Represents the City to the public and local businesses; responds to questions and concerns from the public and businesses; provides information as is appropriate; explains applicable parking regulations; receives public service complaints and escalates to appropriate party for resolution.
- Establishes positive working relationships with the public and City management and staff.

WORKING CONDITIONS:

Position requires frequent walking and standing; frequent driving; occasional sitting; walking on wet or slippery surfaces; occasional bending; frequent twisting and reaching of the neck and body; reaching below shoulder height, bending at the waist, and squatting occasionally; bending and twisting of the neck frequently; light grasping and making repetitive hand and fine finger movement; pushing, pulling, and holding, lifting, and carrying objects up to 10 pounds continuously in the performance of daily duties. The position also requires both near and far vision when monitoring and enforcing regulations and issuing citations. Incumbents communicate orally frequently with the public and co-workers, and communicate infrequently by telephone. Frequent communication by two-way radio. The need to lift, carry and push equipment and supplies weighing more than 10 pounds is also required infrequently. Incumbent works in all weather conditions including wet, hot, wind and cold and is exposed to dust, gas, fumes, or chemicals commonly found near roadways and traffic in an outdoor setting.

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**. Applicants must possess a High School Diploma or equivalent. Experience in customer service, security, or public safety is preferred by not required. Applicants must demonstrate the ability to read and interpret laws, codes, and ordinances.

License/Certificate:

Must possess or be able to obtain a valid California driver's license to operate street-legal vehicles while patrolling and enforcing parking regulations.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Knowledge of general parking operations and parking equipment such as signage and markings; basic knowledge of geography and map-reading; written and spoken English usage, spelling, grammar, and punctuation; customer service etiquette in a public setting, including de-escalation techniques; communication techniques to facilitate compliance; occupational hazards and standard safety procedures; and the operation of office equipment such as computers, digital cameras, telephones, and copiers.

Ability to:

Positively interact with the public; observe safety principles and work in a safe manner; interpret, apply, explain, and enforce laws, codes, and ordinances related to parking enforcement; maintain courtesy and communicate with diplomacy and tact to secure voluntary compliance with rules, regulations, ordinances, and laws; prepare written citations and records; operate a digital camera and transfer digital files to storage servers; resolve problems thoughtfully; follow written and oral directions; communicate clearly and concisely, both orally and in writing; gather pertinent facts, de-escalate confrontations, and identify when and who to contact for situations requiring supervisor review or intervention; exercise sound judgement within established guidelines and supervisory direction; perform assigned duties in an accurate and timely manner; work independently in the absence of supervision; remain calm in emergency situations and provide assistance where needed to responding personnel; be flexible in work assignments and assist where needed; and establish and maintain effective working relationships.

Skill to:

Consistently enforce parking regulations; document observation clearly and concisely; observe surroundings and identify unsafe conditions; troubleshoot equipment malfunctions while away from the office performing duties; interact in a positive manner with the public and co-workers; operate a computer and standard office equipment.