



APRIL 2016
FLSA: NON-EXEMPT

PARKING ENFORCEMENT OFFICER

DEFINITION

Under general supervision, patrols assigned areas to enforce appropriate codes, laws, ordinances and regulations pertaining to on-street and public parking; provides support during routine and emergency situations, and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Chief of Police or Police Sergeant. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a specialized non-sworn classification, performing a variety of technical support duties in the Police Department. Assignments are performed in support of the Police Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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 an assigned route on foot or in a parking enforcement vehicle to observe automobiles, motorcycles, commercial vehicles and other vehicles for parking violations; enforces related local regulations and ordinances and State vehicle code laws.
- Inspects and operates vehicles used to patrol regulated parking areas.
- Issues citations for improper use of specially designated or timed zones or lots, improper parking such as parking in crosswalks or other sidewalks, expired registration, improperly licensed vehicles, improperly parked motorcycles, parking in preferential areas, and related violations.
- Reports traffic accidents, abandoned vehicles and traffic hazards encountered in the course of work.
- Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies and procedures, and the use of tact and discretion, or directs the caller to the proper individual or agency.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files; responds to and completes record requests; maintains business owner information for emergency contact.
- Answers a wide variety of questions from the public regarding parking and related traffic laws, location of public buildings, parks, municipal facilities, and other points of interest; interacts with hostile and irate parking violators; responds to complaints from the public.
- Reports malfunctioning parking meters, faded paint on curbs, vandalized signs, and other obstacles that may impede enforcement or hinder the public from understanding and obeying the law.
- Maintains logs, data systems and other record management systems.

- Provides assistance to special events including traffic control, pedestrian control and event management functions. May include the set-up and removal of barricades and temporary signs.
- Testifies in court cases related to parking violations and citations as required.
- Identifies and tags abandoned vehicles on public property; and tows vehicles when necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Functions, principles, and practices of law enforcement agencies.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to 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:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand and follow oral and written instructions.
- Operate a motor vehicle safely while observing parking violations and conditions.
- 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 six months of experience in a position which required dealing effectively with the public.

Completion of code enforcement and abandoned vehicle abatement training with certification.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of automatic electronic defibrillator training.
- Possession of First Responder First Aid and CPR certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The field work requires light to medium physical effort and the agility to inspect temporary, unfinished, construction sites and access points and to participate in special events and field support to officers and walking in operational areas. The position requires the operation of a motor vehicle and visits various sites within the City.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.