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## LEAD PARKING ENFORCEMENT OFFICER

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### **DEFINITION**

Under general supervision, enforces local, state and federal parking codes, policies and regulations; performs para-technical and routine police related work; schedules Parking Enforcement Officers. Work schedule includes evenings, weekends and holidays.

### **SUPERVISION EXERCISED**

May provide functional supervision over and train Parking Enforcement Officers.

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Answer inquiries from the public and staff, both in person and over the phone.

Issues parking citations; may assist in controlling traffic, arranging for vehicle tows and public awareness programs.

Perform basic office support work such as filing and typing, data entry, answering phones and maintaining records; process parking citations for follow-up.

Deliver reports and other documents to the contracted citation processing company and the administrative hearing officers.

Schedules and may provide functional supervision over and train Parking Enforcement Officers; may be called on to resolve difficult cases.

Perform related duties as assigned.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard office procedures, methods and computer equipment.

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Respond to questions from the public and staff maintaining composure and patience.

Communicate clearly both orally and in writing.  
Work evenings, weekends and holidays.

Perform duties of an emergency worker in the event of a natural or other disaster.

### **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

College course work in criminal justice, business or public administration or related field and experience as a Parking Enforcement Officer. Must satisfactorily pass a background investigation.

### **LICENSE OR CERTIFICATE**

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.

### **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet.

