

<b>PROVO CITY CLASSIFICATION SPECIFICATION</b>	
<b>Title:</b> Parking Enforcement Officer	<b>Job Code:</b> 2075
<b>Date:</b> June 18, 2019	<b>EEO Code:</b> PP
<b>FLSA Designation:</b> Non-Exempt	<b>Civil Service Status:</b> Covered (UC)

**DEFINITION:** This is field work responsible for enforcing parking ordinances and coordinating the daily activities of part-time City parking enforcement staff.

**CLASSIFICATION STANDARDS:** Positions allocated to this classification are responsible to the Parking Enforcement Supervisor and perform all duties under general supervision. This work differs from that of part-time Parking Enforcement Officer by its guidance to and coordination of the daily activities of part-time parking enforcement staff.

**ESSENTIAL DUTIES:** Provide daily field guidance to and coordination of part-time Parking Enforcement Officers to meet City parking enforcement program objectives; patrol assigned on-street and City-owned parking lots; enforce parking ordinances, codes, laws, and regulations by issuing parking citations for violations that include, but are not limited to, no parking signs, disability and fire lanes on private and public properties, fire hydrant zones, permit areas, abandonment, and double-parking; monitor and chalk-mark vehicles for 72-hour violations; request towing for vehicles; help residents and visitors by explaining parking ordinances, giving directions, and providing other information; use a computer application to code, tabulate, and prepare reports and print citations; interact with other City departments including code compliance to report abandoned vehicle information; use an automated license plate reader (ALPR) to check stolen vehicle status, current parking permits, and timed parking requirements; respond to 311 Customer Service calls; assist in issuing equipment to and monitoring use and care of by part-time Parking Enforcement Officers; maintain and submit daily logs and records; may provide input to supervisor regarding, or testify in, contested parking ticket cases; monitor City streets and property for dilapidated, damaged, or malfunctioning traffic signs, signals, or other equipment or property and report to appropriate City departments; report safety hazards and suspicious activities as needed; when requested, perform traffic control or direction during special activities such as parades or festivals.

Train and guide assigned employees; assist in scheduling and reviewing assigned employees' work; assist in evaluating employee performance; report disciplinary issues; help coworkers and other City employees as needed; perform other related duties as required.

**MINIMUM REQUIREMENTS:** High School Diploma or equivalent and one (1) year of experience in parking enforcement or support in a medium to large program, preferably a city or large university **OR** an equivalent combination of job-related education, training, and/or experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience]. Lead parking enforcement experience preferred.

**License(s)/Certificate(s):** A valid, lawful Driver's License and an acceptable driving record at the time of employment and throughout employment is required.

**SELECTION FACTORS:** *Knowledge of:* job-related laws, codes, rules, and regulations governing functions of the position; department policies and procedures; Provo City streets and services; typical services of a full-service municipality; safety policies and procedures


established for the work system; scheduling work; problem solving and decision making; parking-related software; job-related technology. **Skill in:** safely driving a vehicle; training and guiding others in their work; coordinating the work of others; practicing trust-building behaviors. **Ability to:** learn, interpret, and apply laws, codes, and regulations; use job-related field equipment; quickly and accurately perform work; remain calm with difficult or hostile situations or members of the public; communicate effectively both verbally and in writing; exercise independent judgment when evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

**TOOLS AND EQUIPMENT USED:** Computer, telephone, basic office machines/equipment, motorized vehicle, automated license plate readers (ALPR), two-way radio, parking enforcement software.

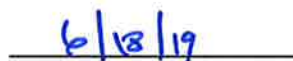
**PHYSICAL DEMANDS:** Requires sitting in a vehicle patrolling City streets for long time periods, walking, standing, bending, reaching, stooping, light lifting up to 20 lbs., and visual acuity, speech, and hearing appropriate for performing essential job functions

**ENVIRONMENTAL FACTORS:** Work is primarily outside with exposure to sun, vehicular traffic, exhaust, dust, noise, pollution, and inclement weather. Position may include exposure to high-stress situations or environments, including contact with the public and/or employees in confrontational or emotionally charged circumstances.

  
 Department Director

  
 Date

  
 Mayor/Chief Administrative Officer

  
 Date

**NOTE:** The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.