



November 2023

FLSA: NON-EXEMPT

## **PARKING ENFORCEMENT OFFICER**

### **DEFINITION**

Enforces City and State parking laws and ordinances within Eureka city limits. Patrols assigned areas, issues warnings and citations, and provides information to the public. Interacts with a variety of potentially hostile, emotional, or dangerous members of the public regarding parking enforcement issues and providing general information.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general and direct supervision from assigned supervisory or management personnel.

### **CLASS CHARACTERISTICS**

This is the permanent full-time class in the Code Enforcement Division within the Public Works Department responsible for patrolling Eureka to assess adherence of the public to parking rules and regulations, issue citations for violations, serves a community liaison to the public and with businesses, and performs other duties as assigned.

### **EXAMPLES OF ESSENTIAL 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.*

- Patrols designated areas of Eureka on foot and/or in a vehicle to issue citations for violations of parking rules.
- Checks electronic meters, central-pay devices, time zones, and parking spaces designated for citizens with disabilities. Enters information into handheld or mobile ticket writers.
- Takes photos of violations considered hazardous in nature to properly document.
- Testifies in court regarding contested citations.
- Prepares kit bags and ticket machines for patrol.
- Utilizes equipment such as handheld ticket writers, digital cameras, chalk sticks and cellular phones.
- Performs office duties such as filing, checking e-mail, and downloading photos and ticket information.
- Assists with meter coin collection as well as sign and meter upkeep.
- Meets with the public and acts as community liaison.
- Gives directions, talks with merchants, answers questions about parking laws, and provides general information.
- Initiates requests to tow scofflaw vehicles.
- Observes, assesses and reports a wide variety of hazardous conditions, suspicious vehicles and traffic issues.
- Performs other duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Conflict resolution techniques.
- General customer service techniques.
- Basic computer operation and related software applications.

- Cell phone and digital camera usage.

**Ability to:**

- Learn geography of enforcement area.
- Use good judgment in knowing when to act independently or involve a supervisor.
- Maintain composure and professionalism when working with individuals who may be hostile or emotional.
- Perform accurate data entry.
- Interpret and explain policies, procedures and laws.
- Work independently and as a member of a team.
- Wear appropriate safety equipment and uniforms.
- Display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations.
- Communicate effectively in the English language at a level necessary for efficient job performance.
- Complete assignments in a timely fashion.
- Understand and comply with all rules, policies and regulations.
- Maintain prompt and regular attendance.
- Operate vehicles safely.
- Perform all essential and marginal functions as assigned by an authorized employee, supervisor and/or manager with or without a reasonable accommodation.

**Education and Experience:**

*Any combination of training and experience which 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
- Experience providing in-person customer service.
- Knowledge of City and State parking laws and ordinances is highly desirable.

**Licenses or Certifications:**

- Valid California State Class C Driver's License with an acceptable driving record required.

**PHYSICAL DEMANDS**

While performing the duties of this job the employee is frequently lifting/carrying up to 10 lbs and rarely lifting/carrying up to 50 lbs. Also the employee is rarely pushing/pulling up to 50 lbs. The noise level is frequently very loud. Work includes sensory ability to talk, hear, touch and feel. Work in this position also includes close vision, distance vision, peripheral vision and depth perception. Employees will sit, stand, walk, stoop, kneel, crouch, crawl, reach, grasp, climb and balance. Position requires hand/finger dexterity. Additional physical efforts include: Walking in all weather conditions including rain.

**WORKING CONDITIONS**

The work environment will include inside conditions, outdoor weather conditions, and extreme temperatures, in wet and humid conditions, with areas of dust, odors, mist, gases or other airborne matter. Employees may also drive a vehicle as part of this position. Walks in Eureka along with vehicle traffic, pedestrians and cyclists. Must be aware of safety around crosswalks, alleys, and in various weather conditions including darkness.