

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: PARKING ENFORCEMENT OFFICER
DEPARTMENT: POLICE
REPORTS TO: PARKING MANAGER

JOB CODE: 3021
DATE: 2/08

JOB SUMMARY:

This position is responsible for enforcing parking rules and regulations within the City of Concord. Ensures fair access to parking spaces in accordance with city ordinances. Expedites the orderly flow of traffic. Processes parking tickets and payments received. This position is not responsible for the direct supervision of other employees.

ESSENTIAL JOB FUNCTIONS:

Tickets motor vehicles that are in violation of city parking ordinances in a downtown walking area, in one of several mobile areas with timed zones, and for two (2) parking garages; tickets vehicles that are in violation of city parking ordinances regarding crosswalks, fire hydrants, no parking zones, handicap spaces, and fire lanes.

Trains new personnel.

Answers questions from public regarding city parking ordinances and policies; gives directions within city and surrounding areas.

Responds to complaints from citizens regarding citations; responds to complaints regarding illegally parked vehicles in person, by telephone, or by email.

Issues warnings in the form of red window stickers to vehicles with outstanding parking fines.

Notifies police HQ about citizen complaints, disabled vehicles, accidents, traffic problems, possible criminal activity, suspicious persons, etc. using portable radio and/or telephone.

Locates vehicles due for immobilization; contacts Administrative Assistant to verify balance due and owner information; places immobilization device on vehicle; upon payment of fees, mobile unit is paged to remove "boot". If fines are not paid within time allowed, assists with removal of vehicle.

Substitutes for reception-area staff, including interacting with the public, maintaining records relating to parking violations, answering the telephone, collecting fines, and operating various office equipment.

Assists officers in directing traffic.

Maintains supplies and equipment needed to perform job, including jeep, portable radio, ticket supplies, and portable computer.

Testifies in court regarding parking tickets and fines.

Performs light maintenance of parking meters, such as un-jamming and changing of batteries; refers more extensive repairs to the Meter Repair Technician.

Assists in the collecting, counting and depositing of revenues collected from meters.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Departmental Vehicle
Parking Meters/Coin Changers
Printer

Handheld Computer
Office Equipment
Pager

Telephone
Portable Radio

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school graduate or its recognized equivalent.

There is no minimum experience requirement.

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Valid State of New Hampshire Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

All parking rules, ordinances, and regulations of the city.

Operation of the handheld computer used for generating and logging parking tickets.

Principles of safe and effective operation of a motor vehicle.

Safe and effective operation of standard office equipment.

Operation of parking meters used by the city.

Basic spoken English.

Skill in:

Fixing jams and performing and light maintenance on parking meters.

Safe and effective operation of a motor vehicle.

Interacting tactfully and effectively with other employees and the public.

Operating a handheld specialized computer.

Mental and Physical Abilities to:

Tactfully and effectively interact with and instruct the public.

Effectively and accurately enter data into a handheld computer.

Safely and effectively operate a motor vehicle.

Work effectively in extremes of outdoor environment.

Work alone during most of the day, and under only general instructions and supervision.

Tolerate repetitive, short-cycle work.

Occasionally team-lift very heavy weights safely.

Perform duties while standing or walking.

Occasionally lift light and heavy objects.

Distinguish between shades of color.

Working Conditions:

Work is performed in a very noisy place.

Work is performed outdoors and occasionally in cold or inclement weather.

The employee is exposed to exhaust fumes, dust, and pollen.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.