

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: PARKING ENFORCEMENT OFFICER & EQUIPMENT TECHNICIAN DATE: 06/21
DEPARTMENT: POLICE
REPORTS TO: PARKING SUPERVISOR

JOB SUMMARY:

This position is responsible for enforcing parking rules and regulations within the City of Concord, as well as performing a variety of semi-skilled duties required to maintain, repair, and replace parking meters and kiosks pay stations used to manage the parking system. Ensures fair access to parking spaces in accordance with city ordinances. Expedites the orderly flow of traffic. Processes parking tickets and payments received. Collects, processes, and deposits payments from parking meters and kiosk pay stations. 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, as well as in municipal parking lots and parking garages; tickets vehicles that are in violation of city parking ordinances regarding crosswalks, fire hydrants, no parking zones, handicap spaces, and fire lanes.

Testifies in court regarding parking tickets which are appealed.

Assists with the training of new personnel.

Promptly, tactfully and respectfully answers questions from public regarding city parking ordinances and policies; gives directions within city and surrounding areas.

Promptly, tactfully and respectfully responds to inquiries and complaints from citizens regarding illegally parked vehicles, citations or inoperable parking meters and kiosks; responds to inquiries and complaints in person, by telephone, or by email.

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

Notifies Police Department Headquarters 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; places immobilization device on vehicle; removes immobilization device from vehicles.

Facilitates the towing of vehicles for violation of certain regulations and completes necessary paperwork.

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 with directing traffic.

Sets up barricades, cones and signage as needed.

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

Occasionally works overnight shifts (generally 11:00 PM to 7:00 AM) for enforcement of winter parking bans as needed.

Observes and monitors parking facilities for suspicious, inappropriate, or illegal activities. Promptly takes appropriate action to respond to said activities. Directly interacts with the public to address minor inappropriate activities and behavior such as, but not limited to, loitering or bicycling / skateboarding within parking garages. Immediately reports all suspicious persons or activities, uncooperative / unruly persons, illegal activities, or any other activities potentially threatening health or safety to Police Department Headquarters for law enforcement response.

Observes and monitors parking facilities for cleanliness, vandalism, burnt out lights, missing / damaged street signs and parking signage, broken or damaged meter poles, property damage, or other obvious maintenance needs. Promptly reports all such items to the General Services Department via the City's web based "Report a Concern" portal at www.concordnh.gov.

Observes and monitors construction activities and other encumbrances within parking spaces. Verifies that said activities have secured the required Parking Encumbrance Permits from the City Parking Division in accordance with the City's Code of Ordinances.

Collects money from several hundred single-space parking meters and multi- space parking kiosks, processes, records and deposits monies with the City Collections Office.

Maintain and monitors daily meter repair log and complaint records.

Performs preventative maintenance to parking meters and multi space kiosks as scheduled by the Parking Supervisor.

Inspects meters and parking kiosks for malfunctions or vandalism. Clears coin jams and removes foreign objects in coin assemblies. Disassembles meters and kiosks as needed to conduct tests, adjust, or otherwise clean / repair / replace faulty or damaged components. Reassembles units once maintenance is complete.

Disassembles old meters and kiosk units removed from service; harvest and store salvageable components. Reconditions meters and kiosks as directed. Transports and disposes of obsolete equipment at appropriate disposal facilities as directed by the Parking Supervisor.

Cleans meters and kiosk pay station housings; remove stickers and graffiti as required. Sands, cleans, primes, and paints meter and kiosk housings.

Replace decals and signage for meters and kiosk pay stations as required.

Updates maintenance logs for meters and kiosk pay stations as developed by the Parking Supervisor. Keep the Parking Supervisor informed of availability and condition of all tools, parts, or supplies required for meter and kiosk maintenance / repair / replacement.

MATERIAL AND EQUIPMENT USED:

Departmental Vehicles	Handheld Computer	Telephone
Parking Meters/Coin Changers	Office Equipment	Portable Radio
Printer	Collection Cart	Basic Hand Tools

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school graduate or its recognized equivalent.

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:

City of Concord's basic geography including locations of neighborhoods and streets.

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

Operation of the handheld computer used for generating and logging parking tickets as well as tracking meter maintenance.

Principles of safe and effective operation of a motor vehicle.

Safe and effective operation of standard office equipment and computer programs.

Operation of parking meters used by the city.

Basic spoken and written English.

Care and use of standard hand tools and equipment.

Basic arithmetic principles.

Skill in:

Fixing jams and performing minor maintenance on parking meters and kiosks.

Safe and effective operation of a motor vehicle.

Interacting tactfully and effectively with other employees and the public.

Operating a handheld specialized computer and smart phone.

Mental and Physical Abilities to:

To perform the duties outlined herein.

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.

Use basic hand tools and equipment.

Physical ability to lift 35 pounds.

Stamina to perform considerable walking, standing, and driving.

Have arm, hand, and finger dexterity, with both hands, for handling and feeling.

Good hearing and eye sight.

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 in hot, cold and inclement weather.

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

Working any hours typically between Monday - Saturday 8:00am-7:00pm

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.