

PARKING ENFORCEMENT SUPERVISOR

DEFINITION

Occupants of this classification are in the classified service. This non-sworn classification is responsible for coordinating the day-to-day work activities associated with parking enforcement and school pedestrian safety. This classification supervises subordinate staff performing parking enforcement, meter collection, and pedestrian crossing guard duties. The incumbents of this classification require and receive minimal supervision, and function within general procedural and policy limits.

SUPERVISION RECEIVED AND EXERCISED

The positions assigned to this classification report to the assigned Police Sergeant, Lieutenant, or Traffic Bureau Commander. Responsibilities include the direct supervision of Parking Enforcement Officers, Community Service Officers, Crossing Guards and other administrative support staff, as assigned.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Supervises the work performance, training, and scheduling of subordinate staff. Evaluates and recommends candidates for Crossing Guard ensuring that all pre-employment processes are complete.
2. Plans, schedules, and assigns parking meter collection routes. Supervises and monitors meter collection money counts. Arranges for the deposit of collected monies and reviews electronic debit and credit card transactions, as needed.
3. Reviews and responds to contested parking citations.
4. Coordinates and schedules parking citation hearings; and keeps superiors informed of events that may impact the Police Department or City.
5. Resolves complex technical and procedural issues. Understands and applies laws governing parking enforcement including local, state and federal regulation mandates.
6. Coordinates department legal and fee updates related to parking meter rates.
7. Ensures parking enforcement equipment is maintained and application updates are completed. Evaluates equipment for field readiness and compliance with legal and other requirements.
8. Responds and reviews walk-in requests for parking enforcement information of a non-routine nature, and courteously and tactfully assists the public.
9. Coordinates contract services in relation to the parking enforcement program and related services.
10. Acts as a liaison for the Police Department on city-wide and multi-jurisdictional parking related working groups, meetings, and organizations.

11. Develops, reviews, and updates written manuals, procedures and instructions and trains staff on changes. Evaluates procedures and systems within supervision identifying areas of improvement and related training needs, makes recommendations to management, and follows through with implementation based upon management direction.
12. Provides highly responsible and complex staff assistance to Police Department management staff related to parking enforcement and collection functions.
13. Assists with functions performed by subordinate staff when needed to maintain required service levels.
14. Assists in the coordination and maintenance of computerized parking enforcement management systems; may provide technical support in preparing data.
15. Assists in developing educational and information materials, brochures, and other written documents to support parking related programs and public information; may make public presentations.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- Principles of supervision and training techniques.
- Effective customer service techniques.
- Applicable city, county, state, and federal statutes, rules, ordinances, codes of regulations, and guidelines governing parking enforcement, pedestrian safety, and related programs.
- Modern office methods and practices, and the operation of common office equipment.
- Use of hand held computers and two-way radios.
- English, grammar, spelling, and vocabulary.
- Basic arithmetic.

Skill and Ability to:

- Train subordinate personnel in parking enforcement, parking meter collection, and school pedestrian safety techniques, methods and approaches.
- Communicate clearly and effectively through verbal and written expression.
- Operate a variety of office equipment including a computer, hand held computers, and two-way radios and applicable software and systems.
- Follow verbal and written instructions.
- Understand and interpret written material and records.
- Audit citations and processes for accuracy and compliance with applicable regulations.
- Prepare and write reports in an accurate fashion.
- Establish and maintain effective working relationships with other divisions, fellow employees, outside agencies and the public.
- Perform mathematical computations quickly and accurately.
- Read, comprehend and apply the Penal Code and all other applicable laws.
- Accurately observe events, make sound judgments, and firmly enforce ordinances and regulations.

LICENSE AND CERTIFICATE

Possession of a valid California Class C driver license.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: high school graduation or equivalent and three years of responsible work experience in a law enforcement environment issuing parking citations and addressing parking regulation issues plus two years' experience providing responsible administrative staff assistance. One year supervisory or lead worker experience is desirable. An Associate of Science degree in Criminal Justice, Business or Public Administration, or related field is desirable.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach, and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Require the ability to stand for long periods and is an infrequent aspect of the job.
- Require the ability to walk long distances and is an infrequent aspect of the job.
- Is subject to office and outside environmental conditions.
- May be require to work in inclement weather without effective protection from sun, cold, and rain.
- May be required to work evenings, weekends or holidays.
- May be required to work at a video display terminal for prolonged periods.