

Lead Parking Enforcement Technician

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DEFINITION

Under direction works with, coordinates, schedules, and directs the work of Parking Enforcement Technicians and other part-time parking enforcement staff; patrols assigned areas and conducts enforcement of parking regulations, ordinances, and laws and other related work; may perform a variety of parking support including enforcing parking regulations, traffic and vehicle control, identification of abandoned vehicles and notification to the Police Department, and public inquiries and related work at the front desk.

DISTINGUISHING FEATURES

This class is responsible for enforcement of local regulations and ordinances, governing parking of vehicles according to established practices and procedures. This class is distinguished from the Parking Enforcement Technician in that this class provides lead direction and technical/functional supervision to Parking Enforcement Technicians and other part-time parking enforcement staff.

EXAMPLE OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Provides lead direction and technical/functional supervision, including coordinating and scheduling parking enforcement staff.
2. Tracks and monitors problematic enforcement areas and compliance issues; develops and implements enforcement plans under the direction of the supervisor.
3. Answers public inquiries, including reviewing and responding to parking concerns submitted through internal ticketing systems and other public service portals, and conducts related work as needed.
4. Analyzes paid parking and citation management systems for issuance accuracy and reconciliation.
5. Patrols and drives an assigned enforcement vehicle throughout designated areas of the City in order to observe vehicles in violation of parking regulations. Tracks vehicles to verify compliance with restricted parking time limits and other parking restrictions.
6. Enforces state and local ordinance regulations by issuing citations and warnings.
7. Explains parking and related traffic laws to members of the public and responds to complaints from the public.
8. Reports malfunctioning paid parking systems, faded paint on curbs, vandalized signs, or other issues that may impede compliance and enforcement.
9. Notifies Police of public safety concerns or incidents involving g abusive behavior by the public, and reports observance of code or ordinance violations or emergency situations to the appropriate authorities.
10. Prepares enforcement vehicles and equipment daily to ensure field readiness, including charging, programming, deploying, and maintaining enforcement devices.

11. Inspects and maintains condition of enforcement vehicles and takes them to Fleet Services for service and repair when necessary.
12. Trains subordinates in all aspects of the job such as techniques of parking enforcement, department policies and procedures, and prevention of employee illness, injury, and accidents.
13. Provides support and testimony on City's behalf for contested parking citations.
14. Periodically assists in surveys of parking facilities and performs on-street parking studies of occupancy and location.
15. Monitors the dispatch communication system to coordinate responses to service calls.
16. Communicates with parking personnel via two-way radio systems.

Other Duties

17. Performs related duties as assigned.

WORKING CONDITIONS

- Work is performed primarily outdoors with regular exposure to varying weather conditions including heat, cold, rain, wind, and humidity.
- Frequent public and customer interaction which may include interacting with upset and sometimes hostile public in interpreting and enforcing departmental policies and procedures.
- Travel by City vehicle within City limits to City work sites, locations, and meetings to conduct work.

PHYSICAL DEMANDS

- Standing, walking, bending, stooping, crouching, kneeling, and reaching overhead or below the waist.
- Dexterity of hands and fingers to operate computer keyboard and metering equipment.
- Hearing and speaking to present and exchange information and communicate in person and by telephone with clients and partners.
- Vision abilities or ability to interpret, read, and maintain various documents, such as files and reports, in electronic and non-electronic formats.
- Ability to safely operate a motor vehicle in the performance of assigned duties.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: High School Diploma, GED, or equivalent.

Experience: Two (2) years of full-time experience in parking enforcement or a related field.

Knowledge

Knowledge of applicable state vehicle codes, including local ordinances and regulations governing parking within the City limits; safe work methods and safety regulations pertaining to the work including driving habits; basic geographic layout of the City; routine clerical operations; modern office equipment and designated specialized equipment including applicable computer software and operating programs.

Ability

Ability to operate a scooter or motor vehicle safely while observing parking violations and conditions; communicate and interact tactfully, courteously and effectively with the members of the public, City staff, and other agencies; defuse and de-escalate hostile and irate members of the public; write clear and concise records, reports, declarations, and citations; understand and follow oral and written instructions; read, interpret and apply parking codes and ordinances; use sound independent judgment within established procedures and regulations; operate a mobile device and computer; operate and maintain designated specialized equipment including applicable software applications and operating programs; and read and interpret maps.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment.