

CITY OF LEAVENWORTH

PARKING ENFORCEMENT OFFICER JOB DESCRIPTION (2022)

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| TITLE: | Parking Enforcement Officer |
| REPORTS TO: | Parking Program Manager |
| DEPARTMENT: | Parking Division |
| POSITIONS SUPERVISED: | None |
| FLSA STATUS: | Non-Exempt |
| SALARY RANGE: | \$4,172 - \$4,698; <i>6-month probationary period</i> |

POSITION SUMMARY

The Parking Program is a Division of the Administrative Department. This position is a full-time, 40-hour per week (4, 10-hour workdays) Thursday through Sunday, and is included under the bargaining unit Teamsters contract. Work hours may vary, and working evenings, weekends, and some holidays is required due to the nature of the position. This position reports directly to the Parking Program Manager.

This position actively supports and assists the City of Leavenworth with parking and traffic control. This position performs a variety of code enforcement duties focused on directing vehicle and pedestrian traffic, enforcing City parking ordinances and parking related state statutes, and coordinating with other City departments and outside agencies as needed. This position holds no arrest powers.

This position requires office and field work. Due to the public nature of this position, it requires an ability to establish and maintain effective and harmonious professional working relationships with City staff members, other government agency staff, officials, citizen groups and individuals.

The daily workload is normally performed independently in accordance with established procedures and laws but may include situations requiring personal judgment and decision-making.

JOB DUTIES

- Patrol city streets and parking lots, and issue infractions in a manner that promotes positive interaction with merchants, citizens, and visitors.
- Enforce and issue infractions according to Leavenworth Municipal Code and applicable state and city laws, ordinances, codes and regulations related to parking, pedestrian and right-of-way issues.
- Evaluate and maintain parking spaces, meters, and pay station kiosks.
- Operate motor vehicles in a safe manner; patrol assigned area on foot/bike/vehicle.
- Respond to requests and inquiries from the general public and investigate parking related issues.
- Prepare and maintain records, report on violations, and report a daily log of activities.
- Appear, testify and present evidence in court as required by summons and/or subpoena.
- Promote community relations by routinely communicating with merchants, citizens and tourists.
- Assist other City departments with related code enforcement related matters.
- Update and maintain parking data.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General parking operations and parking equipment.
- Communication and conflict resolution strategies.

Skill in:

- Customer service and communicating clearly and objectively both verbally and in writing.
- Thoroughly carrying out written and oral instructions.
- Maintenance and repair of parking meters and parking control devices.
- Systematic evaluation and troubleshooting of software, electronic, and mechanical functions of parking equipment (such as parking meters or vehicle sensors).

Ability to:

- Prioritize activities and manage schedules in a manner that allows for completion of all job duties efficiently and within required schedules.
- Create and maintain respectful and nondiscriminatory professional working relationships with co-workers, contractors, and the public.
- Use patience, tact, diplomacy, and courtesy in dealing with the public and employees.
- Maintain confidential information.
- Address difficult or angry people using conflict resolution tools.
- Maintain professional composure, tact, patience, and courtesy at all times.
- Work independently.

REQUIRED QUALIFICATIONS

- High School Diploma or equivalent (GED)
- Possession of a valid Washington State Driver's License (or ability to obtain) and a driving record free of significant moving violations.
- Must be available to meet with the public in person.
- Ability to make on-site field visits, including but not limited to walking on uneven, rocky or rough ground in a variety of weather conditions.
- The ability to read, write, and communicate effectively in English.

DESIREABLE QUALIFICATIONS

- At least two (2) years of experience in positions with primary duties involving enforcement.
- Understanding of parking and related code enforcement.
- Experience working with the public.

SCOPE OF RESPONSIBILITY

This position reports to the Parking Program Manager and coordinates with contracted parking enforcement personnel.

SAFETY PRACTICES

- Comply with federal, state, county and City of Leavenworth laws, rules, regulations, ordinances, and policies.

- Perform work within WISHA safety standards and the City's Accident Prevention and Safety Program (updated November 1, 2018) with consideration for public safety and convenience.
- Identify unsafe working conditions and deficiencies and takes appropriate action to immediately correct them.
- Seek instruction for unaddressed safety and health situations from competent, qualified employees, supervisors, and/or management.
- Use protective clothing and personal protective equipment when and where required or necessary.
- Perform work in a smoke and drug free work environment to promote health, safety, and productivity.

MACHINERY, EQUIPMENT, TOOLS, AND HEAVY EQUIPMENT

- Is capable of competent, qualified operation of assigned machinery equipment, tools, and equipment within each unit's capacity necessary to accomplish required tasks.

PHYSICAL CAPABILITIES

- Ability to perform moderate physical work and to lift and carry up to 25 pounds regularly and occasionally 50 pounds.
- Ability to stand, climb, kneel, twist, ride, pinch, pick, reach, grab, walk, sit, bend, crawl, push, pull, and perform a variety of similar body movements.
- Possess hand/eye/foot coordination adequate to use personal protective devices, office equipment and computer, and operate an automobile and bicycle.
- Ability to see and read instructions, codes, regulations, ownership documents and characters on a computer screen and to observe parking violations.
- Ability to work in a variety of weather conditions.
- Ability to stand, walk, bend or squat for long periods of time.
- Ability to operate motor vehicles in a safe manner; patrols assigned area on foot/bike/vehicle.
- Ability to make on-site field visits, including but not limited to walking on uneven, rocky, or rough ground in a variety of weather conditions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, which are anticipated to be mostly field work, but will occasionally require office work. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is often performed in an environment which is busy, oriented to public service, and subject to constant work interruptions. Field work will take place in all elements and in all seasons. Employees may work under the stress of continual public and/or inter-departmental contact and pressure to meet timelines. Attendance at training and out-of-office meetings may be required. Attendance at evening meetings, public workshops, and other meetings may be required.

The City of Leavenworth is an equal opportunity employer.