

**CLASS SPECIFICATION**  
**Senior Parking Control Officer**

**GENERAL PURPOSE**

Under general supervision, performs highly specialized work in the enforcement of city and state motor vehicle and parking laws, ordinances, codes and regulations; interacts with the public in regard to parking enforcement issues and general information matters; acts as lead Parking Control Officer and schedules, assigns, directs, reviews and evaluates the work and provides training and guidance to parking control officer staff; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Senior Parking Control Officer is the lead class in the Parking Control Officer class series. An incumbent is responsible for dealing with the more complex and difficult parking enforcement issues, and providing lead direction and supervision to subordinate staff. An incumbent is expected to exercise considerable independence and discretion on assignments, such as enforcing parking and street sweeping ordinances, towing and impounding of abandoned and inoperative vehicles and issuing citations. An incumbent is expected to be knowledgeable of state and city laws, ordinance, procedures and practices pertaining to motor vehicle and parking enforcement and to carry out assignments with autonomy and accountability.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides lead work direction and assigns, reviews and evaluates the work of lower-level parking control staff and contract personnel; rides with employees and contract staff and visits work sites to oversee work performed and review completed assignments; assists in scheduling the division's workload and determining priority of assignments; provides training and guidance to new Parking Control Officers; makes recommendations for changes to division policies and procedures; evaluates current parking enforcement practices and terminology and recommends appropriate changes.
2. Performs highly skilled parking control work involving enforcement of city and state motor vehicle and parking laws, ordinances, codes and regulations.
3. Interacts with the public on an ongoing basis; receives, researches and responds to the more complex and difficult parking and vehicle enforcement questions, issues and complaints; provides information to the public on parking regulations and ordinances and citations; reports traffic accidents, traffic hazards and missing, vandalized or faded street signs.
4. Assists with the parking adjudication process; reviews and evaluates validity of contested citations within scope of responsibility and authority and when appropriate, dismisses citations; composes and sends appropriate responses; answers customer questions regarding the parking adjudication process; responds to administrative review requests for information regarding sign placement and visibility

and disabled parking spots; attends monthly parking adjudication hearings and provides information to examiners.

5. Responds to customer complaints and conducts field investigations of abandoned and inoperative vehicles, vehicles with multiple violations and other vehicle code violations; issues warnings and citations; coordinates the towing and impound of abandoned/inoperative vehicles or vehicles in violation of other codes and ordinances; initiates, time tracks and updates case information in the City system.
6. Downloads and uploads handheld computer data to the parking enforcement processing system; updates handheld computer programs.
7. Trains new or temporary Parking Control Officers on all aspects of parking enforcement, including towing and impounding policies and procedures and use of City parking control equipment.
8. Assists in providing information for the City's website and public service announcements regarding street sweeping and disabled parking programs.
9. Assists public works and transportation departments with review of new street sweeping areas; requests sign placement as needed for parking enforcement purposes; canvases newly dedicated/posted street sweeping areas to distribute street sweeping calendars; updates street sweeping route maps.
10. Services and maintains parking control equipment and vehicles; cleans and fuels assigned City vehicles; monitors proper functioning of parking control equipment.

#### **OTHER DUTIES**

1. Provides support and assistance to Code Compliance Officers as needed.
2. Assists with special events as assigned.
3. Assists at the public counter as required.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. State and City vehicle and parking laws, codes, ordinances and practices methods, practices, and procedures associated with parking control enforcement, towing, abatement, and street sweeping procedures
2. Basic etiquette and methods of providing information.
3. Automated parking control information systems and tools and Department of Motor Vehicle systems.
4. Standard office practices, procedures and equipment.

5. Basic research and investigative methods and techniques evidentiary requirements for courts of law; and towing procedures for abandoned vehicles.
6. Principles and practices of sound business communication.
7. Basic supervisory principles and practices.

**Ability to:**

1. Interpret, apply, explain and enforce applicable laws, codes and ordinances related to motor vehicle and parking control.
2. Exercise sound judgment within established guidelines.
3. Analyze situations and determine appropriate course of action.
4. Effectively supervise, provide lead direction and training to other parking control staff.
5. Communicate clearly and effectively, orally and in writing.
6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations and upset individuals.
8. Establish and maintain effective working relationships with management, staff, the public and others encountered in the course of work.
9. Work any shift throughout a 24-hour period to include weekends and holidays; stand and walk an average of 7 hours per 8 hour shift
10. Research, interpret, apply, explain, and enforce applicable laws, codes, and ordinances related to motor vehicle and parking control; plan, organize, and carry out parking enforcement activities with minimal supervision.
11. Assist in training new parking control officers; exercise sound judgment within established guidelines.
12. Perform other duties as assigned and provide quality customer service.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school diploma or equivalent. Three years of experience as a Parking Control Officer or closely

related position for a municipality, county, or similar jurisdiction; or related enforcement experience is required or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California state driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; drive a vehicle; use hands to finger, handle, feel or operate standard office equipment; engage in repetitive movement with hands or wrists; reach with hands and arms and lift up to 25 pounds. Employees regularly may stoop, kneel, bend or crouch and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, the use of both eyes, depth perception, peripheral vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with management, staff, the public and others encountered in the course of work, some of whom may be dissatisfied, quarrelsome and/or abusive.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees frequently work in outdoor weather conditions in or near moving and/or heavy traffic. The incumbent is regularly exposed to fumes and airborne particles and loud or prolonged noise levels and occasionally works near moving mechanical parts.