



# Parking Enforcement Officer I

## JOB DESCRIPTION AND SPECIFICATIONS

<b>Department:</b> Human Resources & Finance	<b>Division:</b> Finance
<b>Work Location:</b> Urbana City Hall	<b>Percent Time:</b> 100% (1.0 FTE)
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Customer Service and Parking Enforcement Supervisor	<b>Union:</b> AFSCME

### JOB SUMMARY

Performs non-sworn entry-level parking enforcement work, enforcing vehicle registration laws and parking regulation violations. Patrols assigned areas, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. Monitors parking meters and parking regulation signage, reporting any inoperative meters or sign damage observed. Provides information to the public concerning parking regulations, building locations, directions, and other requested information. The successful candidate will become increasingly knowledgeable of state and city laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

### ESSENTIAL FUNCTIONS

- Patrols an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issues warnings and citations for illegally parked vehicles using handheld device.
- Maintains close communications with other parking enforcement officers, finance customer service staff, public works department staff, and other city staff.
- Electronically marks tires of parked vehicles and record time of marking and return at regular intervals to ensure that parking time limits are not exceeded.
- Responds to emails and calls regarding parking violations and complaints.
- Assists with training new or temporary staff.
- Identifies vehicles in violation of parking codes, checking with Customer Service and Parking Enforcement Office Supervisor when necessary to determine whether vehicles need to be ticketed or towed.
- Observes and reports to Public Works parking meters that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.

- Maintains assigned equipment and supplies such as electronic devices, handheld citation computers, boots for vehicles, car keys, etc.
- Provides customer service by responding to the public's questions regarding parking regulations, parking meter payment options, and parking lot locations.
- Makes arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
- Places boots on vehicles.
- Assists Finance personnel with data entry of various reports related to Parking Enforcement.
- Performs other related duties as assigned.

## JOB REQUIREMENTS

### **EDUCATION & EXPERIENCE**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- Completion of a high school (twelfth grade) education, GED, or equivalent.
- Demonstrated experience involving a high level of public contact/interactions. Prior enforcement experience is preferred.

### **Knowledge of**

- Principles and processes for providing outstanding customer service.
- Relevant City and department policies, procedures, rules, regulations, and ordinances, or the ability to learn..
- Local geography.

### **Skills**

- Basic computer skills and ability to learn how to manipulate files in Microsoft Word and Excel.
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### **Ability to:**

- Manage own time while performing duties.
- Represent the City of Urbana in a professional and courteous manner while performing assigned duties.
- See parking related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.

- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license and safe driving record.
- Work as scheduled.
- Maintain awareness and understanding of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.
- Exercise sound judgment in the performance of duties, responding to issues and/or escalating issues as appropriate.
- Maintain assigned vehicle, uniform and supplies.
- Install and remove vehicle immobilization devices as needed.

**LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED**

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment and have a safe driving record.

**SECURITY LEVEL**

- Level MVR: essential functions require frequent use of City vehicles
- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive and/or access to and responsibility for information related to the City's finances.
- Level MED: medical exams and/or toxicology screens.

**COMPETENCIES**

- **Attention to Detail**—Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.
- **Judgment**—Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
- **Reliability**—Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
- **Communication**—Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
- **Initiative**: Identifying what needs to be done and doing it before being asked or before the situation requires it.

- **Service Orientation:** acts professionally and calmly at all times when interacting with others; consistently demonstrates concern and courtesy towards colleagues and customers; treats all people respectfully; takes personal responsibility for correcting problems; follows up with individuals to ensure satisfaction with the level of service they have received.
- **Managing Conflict**–Takes positive action, using appropriate interpersonal styles and methods, to reduce tension or conflict between two or more people. Effectively handles antagonistic situations using objectivity and avoiding personal attacks.
- **Stress Management** – Able to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.
- **Commitment to Safety**–Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with Department and City safety policies and procedures; completes all required training; takes personal responsibility for safety.

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City Departments.

SPECIAL EFFORT REQUIRED:

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.

WORK ENVIRONMENT

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.
- Work involves lifting up to 20 lbs.
- Depending on which shift assigned, may be required to work on Saturdays.

**Physical Requirements:**

- This job requires walking or standing on wet, ice or snow-covered concrete, asphalt or other hard, and/or uneven surfaces for up to an entire work shift outdoors in extreme weather conditions; bending, stretching, reaching, pulling, carrying, lifting objects up to 20 pounds, stooping, seeing clearly with or without corrective lenses, hearing, talking, and driving.

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

**Class Specification History**

General (non-substantial) changes: 7/24/2015

General revisions: April XX, 2025

General (non-substantial) changes: 6/26/2015

Approved by the Urbana Civil Service Commission: 11/2011

*For HR/Finance Use*

<b>Title Code</b> 047	<b>Pay Grade</b> 15-AFSCME
<b>EEO Category</b> 8- Service	