

PARKING ENFORCEMENT OFFICER I/II

DEFINITION

Under supervision, performs investigative and field work involving the enforcement of California Vehicle Code and Fresno Municipal Code by issuing citations.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Manager or Designee. This class does not exercise supervision.

DISTINGUISHING CHARACTERISTICS

Positions in these classes are flexibly staffed. Incumbents in the entry level class of Parking Enforcement Officer I are expected to progress with appropriate training, experience and satisfactory performance to the journey level class, Parking Enforcement Officer II. Incumbents in the Parking Enforcement Officer series enforce Fresno Municipal Code and California Vehicle Code in relation to parking and non-moving violations and interact with and answer questions from the public. Parking Enforcement Officer II differs from Parking Enforcement Officer III in that the latter is the advanced working/lead level class in which incumbents provide lead direction.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but are not limited to, the following,

Enforces regulations in accordance with the Fresno Municipal Code and California Vehicle Code related to parking and non-moving violations; issues written warnings and citation of violations; and completes required reports on enforcement activities.

Informs the public regarding Fresno Municipal Code and California Vehicle Code related to parking.

Operates and monitors a two-way radio and computer systems for citation issuance and processing of FresGO requests.

Responds to questions regarding citations, towed vehicle, routes of travel, points of interest, distances, and related matters, or directs to appropriate agency.

Reports faulty parking meters and reports need for repair or maintenance of parking facilities.

Patrols in advance of City Street-sweeping and cites vehicles parked in violation of posted street sweeping zones.

Immobilizes vehicles when authorized by California Vehicle Code.

Reports traffic accidents, abandoned vehicles, hazardous vehicles, and traffic hazards encountered in the course of work; reports suspected criminal activities to the Police Department.

Verifies temporarily posted tow away signs and conducts tows in accordance with California Vehicle Code.

Assists in research for response to complaints and investigative processes.

Responds to and resolves customer issues and inquiries regarding rates, fees, service, rules and regulations; assists in the resolution of customer service issues.

May appear in court as a witness.

May conduct surveys, studies, and vehicle counts in parking lots and facilities.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Simple mathematics.

Local geography including the location of streets, public buildings, and other public facilities.

Relevant policies and laws including Fresno Municipal Code and California Vehicle Code.

Smartphones and related applications.

Skills to:

Think critically.

Communicate clearly, effectively, and concisely with those contacted in the course of work.

Conflict de-escalation strategies.

Operate a motor vehicle safely.

Operate a computer, hand-held radio, smartphone, and applicable applications.

Ability to:

Learn, understand, and interpret departmental policies and procedures, rules, instructions, codes, and city street maps.

Work independently under adverse conditions.

Attach a vehicle immobilization device.

Analyze situations and take appropriate action within department policy.

MINIMUM QUALIFICATIONS

Parking Enforcement Officer I

High School Diploma or GED equivalent;

AND

One (1) year of experience involving public contact and the enforcement of policies, rules, or regulations.

Parking Enforcement Officer II

High School Diploma or GED equivalent;

AND

Two (2) years of experience involving public contact, one (1) of which included issuing parking citations.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License is required at time of appointment and during the entire term of employment of this class.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 03/26/2020