

PARKING ENFORCEMENT OFFICER III

DEFINITION

Under general supervision, provides lead direction to assigned staff; 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

Parking Enforcement Officer III is the advanced working/lead level in the Parking Enforcement Officer series, which regularly makes work assignments and delegates duties to staff.. Incumbents in the Parking Enforcement Officer series enforce Fresno Municipal Code and California Vehicle Code in relation to parking and non-moving violations; interact with and answer questions from the public. This class differs from Parking Enforcement Officer II in that the latter is the journey level class in which incumbents perform the full range of duties but do not have on-going responsibility for providing lead direction to others.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

Provides lead direction to assigned staff; makes and delegates daily work assignments, trainings, ensures compliance with safety procedures, and conducts shift briefings.

Review citations, FresGO activity and other measures of productivity for completeness and accuracy; conduct field-based spot checks for patrol and enforcement accuracy.

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.

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

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 and fees.

Appears in court as a witness when necessary.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL FUNCTIONS

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:

Effectively lead and train staff.

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

High school diploma or GED equivalent;

AND

Three (3) years of experience involving public contact, two (2) of which included issuing parking citations and enforcing California Vehicle Code.

Necessary Special Requirement

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

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 03/26/2020

JC:CW:TM:08/6/02
Revised: JTC:scm: 03/30/20