

PARKING CONTROL OFFICER

DEFINITION

Under general supervision, patrols designated areas on foot or in a vehicle enforcing parking regulations through the issuance of citations for violations.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Patrols on foot or drives right-hand drive vehicle through assigned area of city to check adherence to parking regulations and patrols parking meters to check for expired meters. Marks a tire on each parked vehicle with powdered chalk to measure the length of time parked in time zone. Writes parking citations for vehicles which exceed time limit. Makes court deliveries and testifies in court on circumstances regarding contested citations. Initiates checks on potential stolen vehicles and initiates the storage and impounding of improperly parked vehicles or vehicles with expired registrations. Gives first-aid treatment and other assistance to injured people by requesting ambulances and clearing traffic. Calls police officers to investigate suspicious activities. Prepares daily reports on activities, including number of citations issued. Performs clerical duties such as filing tickets and tabulating statistics on court dispositions. Assists in the workload of the section by directing traffic and by filling in for crossing guards and for clerical personnel during staffing shortages and peak loads. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level class in the non-sworn parking control series. An employee in this class patrols an assigned area in the City to enforce, through issuance of citations, municipal parking codes. Work involves considerable personal contact with the general public requiring the application of tact and courtesy in answering inquiries, advising on ordinance infractions, and answering complaints about citations.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to graduation from high school and six months experience in public contact work or any combination of training and work experience which provides the knowledge, skills and abilities listed below.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Santa Ana laws and ordinances pertaining to long and short-term parking.

Ability to: operate a right-hand driven vehicle; learn municipal code provisions and other regulations pertaining to parking control and to explain them to citizens when required; write and process citations; maintain schedules and carry out assigned duties without close supervision,

remember names, facts and details of incidents; walk for long periods of time; and deal courteously, but firmly with the general public.

SPECIAL REQUIREMENT

An excellent driving record and possession and retention of a valid California Class C driver's license.

DESIRABLE CHARACTERISTICS

The successful performer is a courteous, polite individual who is able to maintain composure and a respectful attitude with irate or frustrated owners of vehicles. This individual enjoys working outside, either patrolling on foot or operating a right-hand driven vehicle, and is happy to provide information to the public. Additionally, the successful performer is well organized, clear and accurate in record-keeping and clerical functions.

Class title established per Council Resolution No. 58-281,
effective 11-1-58

Reviewed: 12/02, 05/05
ADA approved: 12/02