

SENIOR PARKING CONTROL OFFICER

DEFINITION

Under general supervision, performs lead parking control duties or is assigned to vehicle abatement activities.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Performs regular Parking Control Officer duties in addition to training new employees on work procedures and acting as a field training officer. Monitors the activities of the unit, intervening and assisting PCO'S as necessary to catch and correct errors. Develops and updates procedural manuals, schedules work, assigns PCO's to time zone and street sweeping routes, and records attendance for payroll purposes. Acts as liaison with the Community Development Agency regarding the downtown parking program and responds to citizen complaints over the phone and at the front counter. Issues tickets to abandoned, wrecked, dismantled or inoperable vehicles on private or public property. Obtains owner information and coordinates all activities related to the vehicle abatement program including written communication with owners regarding abatement possibility. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the journey-level in the non-sworn parking control series. An employee in this class supervises Parking Control Officers, who patrol an assigned area in the City to enforce municipal parking codes. As a working supervisor, this employee also performs parking control duties, as well as additional administrative responsibilities.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of experience performing parking control and/or vehicle abatement activities and the knowledge, skills and abilities listed below.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Santa Ana laws and ordinances related to parking control and vehicle abatement; City geography; principles and techniques of supervision.

Ability to: assess requests for service and make appropriate personnel and equipment assignments; schedule, supervise and train employees; coordinate field activities of employees; monitor field assignments and provide assistance when necessary; operate a right-hand vehicle; interpret and apply municipal code provisions and other regulations pertaining to parking control and explain them to citizens when required; maintain records and prepare citations and reports; establish and maintain effective employee and public relations.

SPECIAL REQUIREMENT

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

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers are experienced in parking control duties and are able to lead and motivate by example. They are organized, careful, and accurate and are able to monitor the radio while performing other duties. Patient and tolerant while working with the public, SPCO's enjoy participating in community improvement activities.

Class title established per Council Resolution No. 90-063,
effective 7-1-90

Reviewed: 12/02, 08/03

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