

HELENA PARKING COMMISSION



Position Title: Sr. Parking Control Officer **Department:** HPC
Position #: **Grade:**
EEO Category: **FLSA:** Non-Exempt
EEO Function: **Work Comp Code:**

DEFINITION

Under the direction to lead, oversee and participate in the more complex and difficult work of staff responsible for regulating and encouraging the turnover of customer spaces and discourage abuse by long term parking patrons by enforcing the policies and procedures adopted by the Helena Parking Commission and the City of Helena regulations; to patrol on-street and lot parking facilities; to issue tickets for parking violations; and to ensure parking equipment and machines are operating efficiently and are well stocked

SUPERVISION RECEIVED

BID Operations Manager

SUPERVISION EXERCISED

Exercises technical and functional supervision of PCO staff.

IMPORTANT AND ESSENTIAL DUTIES

Lead, plan, schedule, communicate and review staff responsible for regulating and encouraging the turnover of customer spaces and discourage abuse by long term parking patrons by enforcing the policies and procedures adopted by the Helena Parking Commission and the City of Helena regulations.

Inspect parking meters, lot boxes, pay stations, parking lots, ramps and restricted zones within the Helena Parking Commission District.

Patrol by vehicle and/or on foot metered on-street parking facilities and self-park off-street parking facilities; chalk tires to monitor length of time parked.

Enforce City-wide parking safety and handicap ordinances; issue parking citations to those vehicles in violation of applicable parking ordinances.

Perform light cleaning duties within the parking system; pick up and dispose of broken glass, boxes, cans, and other debris. Report any safety hazards or mechanical failures to the HPC Field Coordinator or BID Operations Manager.

Train PCO staff in the areas of techniques, work methods, regulations, routes, and the use of hand-held computers and ticket writing.

Patrol the parking district and other designated areas within the City for violations of yellow curb ordinances, fire lanes and hydrants, loading zones, handicap, designated residential areas and other parking laws, ordinances, and policies.

Work closely with PCO and maintenance staff to keep them informed about potentially unsafe areas and possible improvements to the HPC system.

Coordinate, schedule, lead and report on weekly PCO staff meetings.

Attend and actively participate in weekly management and monthly all staff meetings.

Work closely with parking maintenance individuals to ensure that money collection devices, access and self-park devices, and other devices are operating efficiently and in good order.

Monitor, report and initiate identified abandoned vehicles within the district for appropriate action.

Report computer problems associated with the hand-held computers to the BID Operations Manager.

Assist pedestrians, motorists, and visitors by explaining parking policies, ordinances, and facility locations; respond to inquiries and provide general information regarding the City of Helena and traffic routes to and from the City.

Assist in collecting data for parking inventories and turnover rates as needed.

Provide assistance with traffic control for special events, emergency and non-emergency situations.

Review, investigate and determine all appeal requests with the Administrative Assistant III on a weekly basis.

Maintain equipment issued by the Parking Commission including hand held computers, cell phone, badge, tools, safety vests and other equipment.

Respond to and resolve difficult inquiries and complaints.

Delegate the PCO staff to assist in placement of Public Parking Notices associated with construction and/or maintenance projects and special events.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic office practices, methods, and computer equipment.

Principles and procedures of record keeping and reporting.

Occupational hazards and standard safety practices necessary in the area of work assigned.

Basic mathematical principles.

Safe driving principles and practices.

Basic customer service skills and techniques.

Skill to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Ability to:

Learn, interpret, train and apply the policies, procedures, laws, codes, ordinances, and regulations pertaining to assigned programs and functions.

Learn the local geography of the City of Helena including streets, building addresses, and park locations.

Perform parking enforcement duties involving the use of independent judgment and personal initiative with firmness and tact.

Prepare and maintain accurate and complete records.

Prepare clear and concise reports.

Meet and deal tactfully and effectively with the public.

Perform accurate mathematical computations.

Respond to requests and inquiries from the general public.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Work Environment & Physical Demands

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb, and lift 20 lbs.; exposure to wind, cold, heat, noise, outdoors, vibration, and confining work space; ability to travel to different sites and locations.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of responsible work experience involving public contact and supervisory experience.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid Montana driver's license.