



CITY OF ALBANY PARKING ENFORCEMENT & TRAFFIC CONTROL TECHNICIAN

Under general supervision, performs a variety of routine paraprofessional traffic enforcement and control duties, related primarily to the enforcement of municipal parking laws and regulations. The Parking Enforcement & Traffic Control Technician is a civilian, non-sworn position.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision.

Class Characteristics

The Parking Enforcement & Traffic Control Technician is a paraprofessional level class. Incumbents are responsible for performing the full range of technical work in traffic enforcement and control duties. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive public contact.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols City streets (motorized patrol) and issues citations for parking violations such as illegal parking in restricted zones and parking in front of driveways or fire hydrants.
- Chalks tires, returns to verify violation, and issues overtime citations.
- Issues citations using hand-held computers and issues hand written citations.
- Documents violations and prepares reports related to enforcement of 72-hour parking restrictions; facilitates towing and storage of vehicles for violations of parking regulations, ordinances, and laws.
- Reports and responds to traffic and emergency situations; responds to requests for assistance with traffic control problems; directs traffic; maintains a traffic control post.
- Receives and responds to complaints and reports of routine parking incidents from the public; responds to public complaints of abandoned and illegally parked vehicles.
- Informs the public of regulations and procedures related to parking enforcement.
- Courteously and tactfully assists the public by answering a wide variety of questions regarding parking enforcement, traffic regulations, and the location of public buildings, parks, transportation facilities, and other general directions.
- Testifies in administrative hearings and court cases related to parking violations and citations.
- Reviews and determines validity of disputed tickets from individual statements.
- Uses a two-way radio to communicate with public safety dispatchers to arrange for towing and call for emergency assistance;
- Communicates orally and in writing with the citation processing vendor.
- Performs clerical duties to include typing, filing, and copying.
- Accurately and promptly retrieves information from computer terminals and files; applies appropriate procedures required to input and retrieve data from a computer.
- Maintains records related to work performed; conducts simple research and prepares brief reports to Police Department administration as requested.
- Maintains specialized parking enforcement vehicles in clean, serviceable condition.
- Substitutes as a Crossing Guard, as necessary.

- Operates a Department vehicle and responds to service calls as required.
- Observes and reports damaged street signs, inoperative traffic signals, and curb markings in need of maintenance.
- Reports unusual occurrences or problems of an urgent nature to supervisor and acts in accordance with instructions received.
- Performs related duties as assigned.

Knowledge of:

- Basic operational characteristics of a law enforcement program.
- Standard broadcasting codes, procedures, and practices on a police radio system.
- Pertinent federal, state, and local codes, regulations, and laws.
- Safe work methods, including safe driving habits.
- City streets and geography.
- Basic mathematics.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Read and apply parking codes and ordinances.
- Read and understand departmental policies, rules, and instructions.
- Read and understand laws and ordinances relating to parking and traffic enforcement violations.
- Issue citations for violations of the California Vehicle Code and local ordinances regarding the stopping, standing and parking of motor vehicles.
- Operate a three-wheel specialized parking enforcement vehicle.
- Perform non-motorized "walking beat" enforcement of parking regulations.
- Operate a two-way radio.
- Direct traffic at accident scenes, road closures, and during other emergency situations.
- Deal tactfully and effectively with those encountered in the course of work, including irate or hostile persons.
- Use sound independent judgment within established guidelines.
- Train assigned Parking Enforcement & Traffic Control Technicians in the methods and techniques of parking enforcement.
- Maintain simple records and prepare brief reports.
- Carry out assigned duties without close supervision.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience

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

Equivalent to the completion of the twelfth grade, and one year work experience performing customer service or public contact duties.

Licenses and Certifications

Valid California Driver's License.

Physical Demands

Must possess mobility to work in a field environment; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, or two-way radio; frequently stand, walk, or sit for extended periods; stoop, bend over, and kneel; sufficient manual dexterity and hand-eye coordination to work with special equipment; lift and move objects weighing up to 10 pounds; operate assigned vehicle and a two-way radio; use office equipment, including computers, telephones, calculators, copiers, and FAX.

Environmental Elements

Employees work in an outdoor environment with varied temperature and weather conditions and exposure to hazardous traffic conditions due to travel from site to site. Must be able to work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Employees have continuous contact with staff and the public and are occasionally exposed to irate individuals.

Special Requirements

Positions in the classification must successfully pass a drug screen, psychological interview, medical examination, background investigation, and DMV history assessment. Positions in the classification may be required to work evenings, nights, weekends and holidays, and work overtime. Employees are required to wear the provided Safety apparel.