

PARKING ENFORCEMENT OFFICER

PUBLIC SAFETY DEPARTMENT

General Purpose: Part-time position issuing parking tickets and enforcing parking rules.

Supervision Received: Work is performed under the supervision of the Director of Public Safety or Police Command staff.

Essential Duties

- Patrol an assigned area by vehicle or foot to ensure public compliance with existing parking ordinance.
- Issue warnings and citations for illegally parked vehicles using a written citation or handheld device.
- Maintain close communication with Public Safety staff.
- Respond to calls for parking enforcement.
- Maintain assigned equipment and supplies such as handheld computers.
- Performs routine clerical duties in the office, including computer input and filing.
- When approached, answer the public's questions regarding parking regulations and parking lot locations.
- Performs other tasks as required.

Skills

- Excellent oral and written communication skills.
- Excellent customer service and conflict resolution skills.
- Basic computer skills and the ability to learn how to operate Microsoft Word and Excel.
- Ability to deal with the public tactfully and firmly.

Work Environment

- Work is performed primarily outside, including during inclement weather, and subject to exhaust fumes, dust and pollen.
- Works near moving and/or heavy traffic.
- Work may involve dealing with difficult people in high pressure situations and/or conflict resolution.

Education, Training and Experience

High school diploma required. Customer service, enforcement, compliance, or inspection experience or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Basic personal computer skills. Knowledge or experience with electronic ticketing or similar handheld devices preferred. Knowledge of geography of the City of Owosso, including historic downtown preferred.