

Job Description

Parking Compliance Officer (PCO)

Responsibilities:

Basic Function: Utilizing a quality customer service orientation this position will be responsible for the monitoring of designated streets, lots, garages to ensure compliance with parking policies.

Essential Duties and Responsibilities:

- Reports to work on time every day in the appropriate uniform.
- Provide customer service by answering questions regarding directions, events, building locations and parking policies.
- This position requires the ability to work alone and therefore must exercise proper judgment, tact and diplomacy in dealing with people.
- Patrols streets and lots on foot / and or by vehicle.
- Identifies and issues citations and warnings for non-compliance of parking policies with a handheld computer (pursuant to city and state statutes) such as; vehicles in no parking zones, expired meters, without permits in permit required areas, double parking, loading zone violations, disabled parking violations and blocking driveways or access.
- Compares license plate numbers of illegally parked vehicles with list of license plate numbers of unpaid traffic citations.
- May initiate procedure for having scofflaw's vehicles towed or booted.
- Checks meters for proper functioning and reports broken, vandalized or missing meters.
- Attends scheduled hearings in court as requested or required.
- Maintains accurate records manually and/or through automated methods.
- May work various shifts and weekends.
- Work cooperatively with the City of Tempe Police Department and Traffic Court.
- Respond to customer assist calls regarding meter/parking concerns.
- Resolves customer complaints independently or with the aid of a supervisor.
- Maintains cleanliness and organization of vehicle, ticket writing computers, and office work area.
- Conducts timely checks to see if a proper inventory of necessary work aids and supplies are available.
- Any other duties that may be required or assigned by the supervisor.

Qualification Requirements: To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A high school diploma or GED equivalent is required. At least one year working experience and six months operating a personal computer.
- Familiarity with computers and more specifically Microsoft Office products including; Outlook, Word and Excel.
- Must successfully complete a background check.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Must have the ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present in one-on-one and small group situations to the court, customers, clients, supervisors and other employees of the organization.
- Must possess a valid US drivers license and a clear DMV report.
- Ability to apply common sense understanding to carry out detailed but standard written or oral instructions. Ability to withstand abuse from the public and to be courteous and tactful to violators.
- Ability to exercise initiative and sound judgment and to react with discretion under varying conditions. Ability to communicate effectively both written and verbally. Ability to establish and maintain effective and appropriate relationships with the public, DTC employees, City of Tempe departments and other agencies.
- Must be available to work 1st shift, 2nd shift and weekends.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. These demands are as follows:

- Must be able to walk or stand for long periods of time.
- Must be able to withstand working for long periods of time outside in varying elements of seasonal and extreme weather conditions.
- Must be able to freely lift up to 40 pounds frequently.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary Range:
\$15.50 - \$21.50 hour