

PARKING SERVICES AGENT

SUMMARY/PURPOSE

To enforce parking regulations within the City of Duluth.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enforce parking regulations within the City of Duluth.
2. Patrol designated area on foot or by vehicle, or respond to calls in order to investigate and cite violators of parking regulations.
3. Investigate and report to appropriate authorities, violations requiring more action than a citation.
4. Initiate and/or coordinate vehicle tows as necessary.
5. Represent the City in communications and meetings regarding parking with individual citizens, citizen groups, City employees, and others.
6. Testify in court and/or administrative hearings regarding parking violations.
7. Take pictures, diagram situations, and provide other communication necessary to explain the situation noted.
8. Report to appropriate authorities defective or missing traffic control devices, or any other impediment to normal traffic or parking, or any hazard to public safety.
9. Provide assistance to the general public as requested.
10. Administer and monitor assorted parking permit programs.
11. Investigate unusual and/or suspicious situations noted and report as necessary to the relevant authorities.
12. Provide assistance to police calls/scenes as necessary.
13. Provide traffic control at special events and as assigned.
14. Resolve complaints regarding parking to the extent possible on the scene.
15. Assist in the traffic office when assigned or due to personnel shortages.
16. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. One (1) year of verifiable education and or experience in law enforcement, parking enforcement, direct customer service, or a closely related degree program such as Criminology, Sociology, etc.
2. License Requirements
 - A. Possession of a valid Minnesota driver's license or equivalent.
 - B. Ability to pass BCA security clearance in order to operate a police computer.
3. Knowledge Requirements
 - A. Extensive knowledge of parking regulations effective within the City of Duluth.
 - B. Knowledge of Minnesota and Duluth traffic regulations.
 - C. Knowledge of the geographic arrangement of the City of Duluth.
 - D. Knowledge of attractions and their locations in order to direct people to those locations.
4. Skill Requirements
 - A. Skill at communicating effectively and diplomatically to resolve complaints.
 - B. Skill in communicating to exchange or convey information or give instructions.
 - C. Skill in de-escalation and conflict resolution.

5. Ability Requirements

- A. Ability to communicate effectively with people from diverse backgrounds or situations.
- B. Ability to learn to properly and efficiently use the mobile data computer, handheld computer, radio, and other communications and computer equipment mounted in the traffic control vehicle or in the traffic office.
- C. Ability to drive defensively.
- D. Ability to learn and use First Aid, First Responder, Oleoresin Capsicum (O.C.), and other tools provided by the department.
- E. Ability to locate any address in the City of Duluth efficiently.
- F. Ability to write and diagram legibly.
- G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- H. Ability to maintain a professional and business-like demeanor, even during stressful and adverse situations.

6. Physical Ability Requirements

- A. Ability to walk and stand for long periods of time in all kinds of weather.
- B. Ability to work shifts.
- C. Ability to see (with or without corrective lenses) well enough to identify license plates and vehicles, the status of parking meters, and to identify traffic hazards, both to themselves and to others.
- D. Ability to lift and carry up to 25 pounds regularly.
- E. Ability to attend work on a regular basis.
- F. Ability to transport oneself to, from and around sites of projects, tests and other assignments.

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WC: 7720	Pay:	EEOF: Police Protection	CC:	Resolution: