



CITY OF URBANA
Human Resources Division

PARKING ENFORCEMENT OFFICER II

JOB DESCRIPTION

Division: [Parking, Permits and Licenses](#)
Department: Finance
Reports To: Office Supervisor
FLSA Status: Non-Exempt
Job Type : Full-Time; Civil Service; AFSCME
Job Category: Service/Maintenance

JOB SUMMARY

Patrols assigned area, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. The successful candidate will become increasingly knowledgeable of State and City laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

DISTINGUISHING CHARACTERISTICS

This class differs from the lower-level class in the skill level required and the sensitivity, complexity and accountability of assigned duties.

ESSENTIAL FUNCTIONS

- Patrol an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issue warnings and citations for illegally parked vehicles using handheld computer.
- Maintain close communications with other [Parking Enforcement Officers](#), [Finance](#), [Police](#) and [Public Works](#) department staff, using two-way radios.
- Mark tires of parked vehicles with chalk and record time of marking, and return at regular intervals to ensure that parking time limits are not exceeded.
- Respond to and make radio dispatch calls regarding parking violations and complaints.
- Assist with training new or temporary staff.
- Identify vehicles in violation of parking codes, checking with [the supervisor](#) when necessary to determine whether vehicles need to be ticketed or towed.
- Observe and report parking meters to Public Works that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.
- Maintain assigned equipment and supplies such as handheld citation computers, rain gear, tire-marking chalk, etc.
- When approached, answer the public's questions regarding parking regulations and parking lot locations.

- Make arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
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- Performs meter audits and collections as needed.
- Performs basic emergency meter maintenance repairs if a Meter Maintenance Technician is not available.
- Serves as a City liaison for the Cash Key program to partner organizations.
- Performs other related duties as assigned.

JOB REQUIREMENTS

GENERAL

- Graduation from high school or equivalent.
- At least one (1) year of public contact experience.

SKILLS

- Excellent oral and written communication;
- Multi-tasking;
- Customer service and conflict resolution;

KNOWLEDGE OF:

- Basic computer skills and ability to learn how to manipulate files in Word and Excel.
- Policies and procedures of the Parking Enforcement program.
- Practices and techniques for dealing with the public tactfully and firmly.
- City parking areas and geography.
- City parking and related ordinances.
- Basic meter operations and repairs.

ABILITY TO:

- Represent the Urbana Finance Department and the City of Urbana in a professional and courteous manner while performing parking enforcement duties.
- Be aware of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.
- Manage own time while performing duties.
- Exercise initiative and sound judgment and to react with discretion under varying conditions.
- See Observe parking-related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.
- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license.
- ~~Knowledge typically acquired through the completion of high school or a G.E.D.~~
- Work with frequent interruptions and changes in priorities.
- Establish and maintain effective communication and working relationships with city employees and the public.

- Move about for long periods in all weather conditions.
- Learn the City of Urbana's Code regarding parking ordinances and the Illinois Vehicle Code.
- Read and understand signs.
- Accurately complete administrative forms and reports in a timely fashion
- Maintain composure, keep emotions in check, control anger, and avoid -aggressive behavior, even in very difficult situations.

LICENSES AND CERTIFICATIONS REQUIRED:

- Must possess and maintain a valid State of Illinois driver's license.

OTHER:

- Must be able to pass a background check.

RESPONSIBLE FOR:

- Safe operation of City vehicle when assigned for duties.
- Upkeep of vehicles when assigned for duties.
- Maintenance and accounting for all [ticket writing electronics](#) and tickets issued throughout each work day.
- Maintenance and care of issued uniforms and supplies.
- Accurate recording of identification numbers used in issuing notices of violation.
- Making arrangements for illegally parked or abandoned vehicles to be towed.
- May provide leadership, work assignments, evaluation, training, and guidance to others.

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with [Finance](#) personnel and personnel from other City departments.

WORK ENVIRONMENT

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.

Parking Enforcement Officer II

City of Urbana

- When patrolling on foot, employee will be continually walking throughout most of shift.
- Must be able to match or discriminate between colors.
- Must be able to lift 20 lbs.
- Must be able to kneel.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By: _____
Human Resources Date

Approved By: _____
Department Head Date

Approved By: _____
Civil Service Commission Date

Class Specification History

New class: