



City of Klamath Falls

Position Description

Position: Parking Enforcement Officer	Group: AFSCME
Department: Police Department	FLSA: Non-exempt/Represented
Evaluated by: Patrol Captain	Salary Grade: 112

Summary

Enforces all parking ordinances and regulations on foot or by vehicle throughout the City of Klamath Falls. Issues citations for violations of parking laws. Tasks may include other related duties, included back-up for Community Service Officers.

Distinguishing Career Features

The Parking Enforcement Officer is the first in a career path for municipal code enforcement. Advancement to Community Service Officer is possible based on need and demonstrated knowledge of a range of municipal codes.

Essential Duties and Responsibilities

- Marks vehicles or records and tracks license plates of vehicles parked in time-limited parking spaces.
- Discusses legal parking time allotment and issuance of citations with violators.
- Responsible for abandoned vehicle complaints and follow-up.
- Communicates with and educates citizens regarding parking requirements, ordinances, and regulations.
- Issues citations for violations of City Code provisions within the downtown area pertaining to parking, bicycles, skateboards, roller skates, pedestrian safety, and within the City limits pertaining to parking violations.
- Operates and drives a City vehicle. Maintains cleanliness of City-issued vehicle.
- Assists with traffic control as needed. Provides assistance with directions.
- Completes all paperwork within established deadlines.
- Attends regular parking meetings; attends municipal court hearings as required; testifies in municipal court on occasion.
- Reports traffic hazards, missing/damaged traffic signals/signs, and removes hazards from traffic.

- Responds to dispatched calls, Police Records Division, Development Services Division, or Municipal Court to resolve complaints and answer questions regarding parking enforcement and court dates.
- Occasionally provides public presentations to community groups regarding parking enforcement practices and parking regulations.
- Conforms with safety rules and performs work in a safe manner.
- Adheres to all City and Department policies.
- Delivers excellent customer service to diverse audiences.
- Maintains effective working relationships.
- Arrives to work, meetings, and other work-related functions on time and maintains regular job attendance.
- Boots vehicles for non-payment of parking citations. Arranges for towing of vehicles due to hazards, court orders, and other authorized circumstances defined by statute and City Code.

Qualifications

▪ Knowledge and Skills

The position requires a basic knowledge of codes, regulations, and laws governing vehicle parking. Requires basic knowledge of the process for serving parking citations. Requires sufficient knowledge of, and skill in, English grammar and composition to prepare routine documentation of work activity. Requires knowledge of and skill at using personal computers to access common office software. Requires sufficient human relations skill to communicate common information, use patience when dealing with difficult customers, and to maintain harmony in a work setting.

▪ Abilities

Requires the ability to carry out the essential functions of the position. Requires the ability to learn, interpret and apply processes, codes, regulations, and laws governing vehicle parking. Requires the ability to operate a personal computer and peripheral office equipment. Requires the ability to perform routine maintenance of parking meters. Requires the ability to resolve customer service problems in a positive manner. Requires the ability to organize and prioritize work assignments to optimize service level. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City.

▪ Physical Abilities

Requires the ability to function indoors in an office environment and outdoors engaged in work of primarily a moderately active nature. Requires ambulatory ability to stand and walk for sustained periods of time in extreme weather conditions. Requires auditory ability to carry on ordinary and telephonic conversation. Requires near visual acuity to read detailed road maps, other printed material, computer screens, and observe traffic and physical layouts. Requires manual and finger dexterity to write and to operate microcomputers and other office equipment.

- **Education and Experience**

The position typically requires a high school diploma or equivalent and one year of experience in a public safety or similar customer service environment. Higher education may substitute for experience.

- **Licenses and Certificates**

Requires a valid Oregon driver's license and driving record that meets the standards set by the City of Klamath Falls.

- **Special Requirements**

Be a citizen of the United States or a nonimmigrant legally admitted to the United States under a Compact of Free Association within eighteen (18) months of hire date; at least 21 years of age at the time of appointment; no felony convictions or convictions of domestic assault misdemeanors. Ability to meet Law Enforcement Data System (LEDS) Introductory Level certification requirements. Ability to pass a comprehensive background investigation including criminal history check and Oregon State Police Criminal Justice Information Systems (CJIS) clearance. Ability to obtain CPR, First Aid, and OC (pepper) spray training as determined and offered by the Department. Ability to pass medical examination that includes, vision, peripheral vision and hearing tests as determined by the Department.

- **Working Conditions**

Work is performed indoors and outdoors where some safety considerations exist from physical effort, weather extremes, and moving traffic. Requires regular travel amongst City worksites and throughout the City.

- **Pre-Employment**

Job offers are contingent upon the individual passing a pre-employment drug screen and all items listed in the Special Requirements section listed within this position description.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.