

City of Fort Worth, Texas
Job Description

Classification Title	Parking Compliance Technician II		
Job Code:	PS5310	Job Family:	Public Safety
Pay Grade	508	Date Created:	10/28/24
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Leads, assigns, reviews and participates in the more complex field staff assignments within the Parking Compliance Section. Acts as team leader within a field staff unit and/or provides a wide variety of specific parking and city-related customer services pertaining to various events, specific locations, and individual circumstances. Patrols the Central Business District and surrounding areas of the City by foot, bicycle or by vehicle to enforce city municipal codes pertaining to parking violations.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Participates in training and assessing of team personnel. Assists with prioritizing, assigning, leading, reviewing and participating in the work of Parking Operations Team responsible for general parking meter services.
2. Serves as team leader within field staff units responsible for patrolling the central business and medical/hospital districts of the City by way of foot, bicycle, or other type of vehicle for parking and safety related violations.
3. Gather, tabulate and enter event or information pertaining to parking compliance.
4. Assists with overseeing and participating in the collection of revenue from parking meters and prepares it for deposit. Secures and transports meter revenue and completes required paperwork and collection audits.
5. Educates the public regarding City parking regulations, parking areas and parking related devices. Audits valet permits and zones as required. Performs service calls from citizens and employees and responds to alarms regarding parking equipment breakdowns and malfunctions
6. Collects data and images pertaining to parking violations for future use as evidence in a court hearing/proceeding. Attaches images of parking violations to case files in intelligent databases; inputs report(s) of specific factors related to parking violations; and records any warning violations.
7. Attends Municipal Court proceedings as required to testify and provide data pertaining to cases related to parking violations.

8. Inspects parking meters and pay stations for proper function; troubleshoots and performs preventative, investigative and corrective maintenance. Reports broken and vandalized or missing units to appropriate City department.
9. Installs and relocates parking meters and pay stations. Participates in the use, care and operation of related equipment
10. Enforces construction zone regulations related to parking. Ensures permits are legitimate and applicable to the designated construction zone.
11. Performs special projects involving collecting, plotting, auditing and documenting data related to City parking matters.
12. Assists supervisors in responding to citizen complaints.
13. Performs other duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - City parking codes.
 - Principles of supervision, training and performance assessment.
 - Methods and procedures of radio communication.
 - Equipment and materials related to parking control. C
 - Common safety precautions and practices.
 - General departmental policies and regulations.
 - Computer Databases and smartphone hardware.
 - General automobile manufacturers and model types.
 - Data entry into spreadsheets.
 - Report writing.
 - Municipal Court proceeding
- **Skill in:**
 - Customer Service.
 - Conflict resolution and de-escalation.
 - Making observations.
 - Maneuvering through traffic.
 - Time management.
 - Problem solving
- **Ability to:**
 - Participate in the selection, supervision, training and evaluation of subordinates.
 - Lead and coordinate the work of team personnel
 - Acquire and maintain CTA.
 - Follow policies and procedures.
 - Write clear and concise reports.

- Ride a Mountain Bike, if assigned to central business district.
- Walk, stand and ride a bicycle for long periods.
- Drive a motor vehicle throughout the city.
- Recall specific files when needed as evidence for case files.
- Use discretion.
- Multi-task with accuracy.
- Interact in a professional manner with citizens, construction company personnel, and employees of various City departments.
- Present evidence in court hearings.
- Transfer files from a smart device to a computer database Customer Service.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of experience related to parking control, traffic services, recordkeeping/report writing, customer service, or related field.

OTHER REQUIREMENTS

Valid Texas driver's license.

Valid Certified Tourism Ambassador Certificate (CTA) within six months of employment.

WORKING CONDITIONS

The work environment characteristics described here 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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

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

Medium Work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.