



**CITY OF  
ST. AUGUSTINE**

**PERSONNEL  
MANUAL**

3.	Job Descriptions
3.2	General Employee
3.2.49	Parking Enforcement Specialist

Job Position            Parking Enforcement Specialist

Department            Finance

Division                Parking

Job Description

Patrols City streets and City-controlled parking areas, and does related work as required.

The major portion of the work is routine, however, it is responsible law enforcement work requiring mature judgment and courtesy in dealing with the public. While performing the duties of this job, the employee is regularly required to work in varying and extreme weather conditions. Work includes nights, weekend, and holiday shifts patrol in a vehicle, on foot, or on bicycle as assigned.

Job Responsibilities

Patrols City, watching for over-parked and illegally parked vehicles. Checks loading, bus and fire zones for possible parking violations. Issues tickets for vehicles violating parking regulations. Immobilizes and tows vehicles per City ordinances.

Performs routine clerical duties in the office, including computer input and filing.

Performs special assignments for traffic safety purposes and reports problems and concerns to supervisor.

Manages satellite parking areas for special events.

Helps the public by locating lost children and answers questions and directs people to offices, stores and highways. Deals with public in courteous and professional demeanor.

Appears in court as required in prosecution of non-paid tickets.

Covers Parking Office in Parking Coordinator's absence. Responds to customer complaints in the absence of the Parking Coordinator.

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Job Responsibilities (con't.)

Collects and counts monies from parking meters when needed. Lifts and carries heavy bags of coins.

Assists other Divisions within the Department due to absences or high workloads.

Reports any faulty meters, damaged signs or parking facilities that require maintenance. Reports problems/concerns to supervisors.

Maintains proper care and maintenance of parking meters and pay stations in the absence of the Parking Enforcement Technician. Responds to equipment alarms in the absence of the Parking Enforcement Technician.

Complies with safety policies and practices.

Performs other duties as assigned.

Education, Training, and Experience

High school diploma required. Customer service, enforcement, compliance, or inspection experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Basic personal computer skills. Knowledge or experience with electronic ticketing or similar handheld devices preferred. Requires satisfactory completion of Florida Parking Enforcement Specialist course within thirty (30) days of hire.

Preferably some knowledge of regulations and restrictions pertaining to parking within the City limits; ability to get along with others, deal with public; good judgment; ability to exercise self-control and work independently; good powers of observation; legible handwriting.

Driver's License Requirement: Valid Florida Driver's License Classification E.

Physical Demands

The physical demands representative of those that must be met to perform the essential functions of this job. This position is very active and requires standing, walking, bending, and crouching throughout the day and working outdoors in all weather conditions. Requires the frequent use of hands and arms to operate computer including keyboard and mouse and perform filing duties. Ability to ride a bicycle may be necessary. The employee is regularly required to communicate and exchange information courteously, effectively, and promptly with the public and City staff. This position requires the ability to occasionally lift and move items, files and supplies up to 25 pounds.

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