

## Job Description

### Anchorage Community Development Authority

<b>Job Title:</b> Parking Services Officer (PSO)	<b>Department:</b> Parking	<b>SOC Code:</b> 33-3041.00
<b>Pay Range/Rate:</b>	<b>FLSA:</b> Non-Exempt	<b>EEO-4 Group:</b> 8
<b>Key Relationships:</b> Maintains positive, effective and productive working relationships with:		
<b>Individuals:</b> Coworkers Public Facilities Manager Tenants	<b>Departments:</b> Parking Facility maintenance Dispatch	<b>Reports to:</b> Department Lead Operations Manager
<b>Schedule:</b> Parking Services is a 24/7 operation and officers may be assigned to work any day or shift including holidays. Some overtime work may be required.		

**Summary:**

Parking Services Officer's primary responsibility is to ensure that drivers comply with local parking laws and ordinances as well as issue citations for violations. PSO's are assigned to a particular geographic area, which they patrol and monitor for Municipal Scofflaw violations, expired meters and other types of illegal parking. PSO's are responsible for patrolling, parking lots and garages as well as money collections. This position also assists the public with garage parking information and Municipal parking citation information. PSO's offer advice and information on various parking services and general community information as well as help with special events.

**Essential Duties:**

- Enforce violations of parking laws, rules, regulations and policies. Use paper ticket books, hand-held computer or other electronic device to issue citations or warnings for parking violations of federal, and local laws, statutes, ordinances and removes nuisance vehicles.
- Explains reasons for infractions to violators and citation appeal process. Educates and assists the general public with garage parking information, offers advice and information on various parking services and general community information
- Appears in court to provide factual information regarding contested citations as required.
- Provides information regarding parking garages and lots, parking payment options such as park-cards, Pay by Phone credit/debit card, garage or lot permits including rates.
- Communicates with other staff, APD, Security, Downtown partnerships and other municipality entities.
- Monitors ticket dispensing and revenue control equipment such as but not limited to, monitors, replenishes or replaces coin and note vaults and coin hopper. Empties ticket collection trays and replaces parking ticket stock in ticket dispensing machines. Tests and observes automated system function to verify operation and abnormalities.
- Reports broken, malfunctioning or otherwise inoperable meters and other equipment for repair.
- Identifies and reports unsafe conditions and coordinates closely with security to enhance or enforce safety in lots and garages.

Employee Initial: \_\_\_\_\_

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- Installs and removes barricades and traffic cones to provide for safe working areas or to direct traffic.
- Performs other related duties as assigned.

**Supervisory Responsibilities:**

This is not a supervisory position

**Educational Requirements:**

- Six months (6) to one year (1) of experience involving the enforcement of laws, ordinances, and regulations. Will train the right candidate.
- Must possess and maintain a valid driver's license.

**Essential Skills, Experience and Knowledge:**

- Knowledge of: laws, rules, and regulations related to on-street parking and other public parking matters.
- Must possess quality customer service skills.
- Ability to learn a variety of schedules and communicate those efficiently and effectively.
- Ability to communicate and explain technical matters effectively orally and in writing.
- Strong active listening skills.
- Proven ability to problem solve effectively.
- Ability to learn and use a variety of electronic equipment including but not limited to: personal computer, hand-held computer, 2-way radio, and cellular telephone.
- Ability to tactfully and effectively deal with unpleasant, discourteous or angry people with proven skill for perceiving the reactions of others and in understanding why people act or react in specific manners.
- Ability to using logic and reason to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Physical Requirements:**

This job requires the ability to walk and stand on concrete, asphalt or other hard, sloped and/or uneven surfaces in in-climate weather for long distances up to the entirety of a shift. Shifts are often worked outdoors in extreme weather conditions with exposure to high noise levels, fumes, dust, dirt, vapors, insects and animals. Must have the ability to lift, carry, move up to 50 lbs using proper lifting techniques and constantly carry an average of 22.3 lbs. Requires employee to perform repetitive motions which may include but are not limited to bending, stretching, reaching, pulling, carrying, lifting, stooping, grasping, holding and hand dexterity, as well as seeing clearly with or without corrective lenses, hearing, talking, and driving. Walking 8-10 miles per day on average.

**Work Environment:**

Work is performed outdoors with exposure to in-climate weather, dust, debris, traffic fumes, noise and from time to time belligerent, angry or abusive people.

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Employee Signature

Employee Print

Date

Employee Initial: \_\_\_\_\_