



Office of Human Resources
Parking and Speeding Enforcement Supervisor - CN1984
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General Statement of Duties

Performs supervisory duties over employees that enforce compliance with parking or speeding regulations and ensures compliance with all governing laws and regulations.

Distinguishing Characteristics

This class performs supervisory duties. This class is distinguished from a Crew Supervisor that supervises a crew involved in the repair and maintenance of city streets, sewers, golf courses, parks, airport facilities, traffic devices, and other City facilities/infrastructure/equipment. The Parking/Speeding Enforcement Supervisor is also distinguished from the Vehicle Boot Investigator that enforces payment of parking fines, fees, or penalties through locating and identifying delinquent offenders, citations, and the attachment of boot devices to prevent vehicle motion. Additionally, the Parking/Speeding Enforcement Supervisor is distinguished from the Vehicle Control Agent that enforces compliance with parking and speeding regulations through the issuance of citations for violations of the revised municipal code and the rules and regulations governing parking and speeding.

Level of Supervision Exercised

Supervises two or more employees who enforce compliance with parking or speeding regulations.

Essential Duties

Supervises employees involved in enforcing compliance with parking/speeding regulations, monitors enforcement activities to ensure compliance with all governing laws and regulations, and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Works with various internal and external customers to resolve complaints and/or problems and answers a variety of questions/concerns.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, monitors the vendor's compliance with contract and suggests appropriate changes to correct problem situation(s).

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Skill in interpreting and enforcing speeding regulations.

Skill in investigating and analyzing information relative to the work assignment.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of public contact experience involving the enforcement and/or explanation of laws, rules, and regulations.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Ability to obtain and maintain the Special police credential issued by the City Manager of Public Safety within the first 30 days of employment.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple tasks.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: