General Statement of Duties

Enforces compliance with posted speed limits and red-light traffic control devices through setting up and monitoring photo-radar equipment and monitoring automated red light camera enforcement locations, equipment, and procedures to ensure proper operations based on established guidelines. Issues violation citations generated by the automated photo enforcement program in accordance with Denver Revised Municipal Code (DRMC) and Colorado Revised Statutes (CRS) governing Automated Speed/Red-Light Enforcement.

Distinguishing Characteristics

The Photo Enforcement Agent I enforces compliance with speeding/red-light traffic regulations by requirement to set-up/monitor photographic, radar and computer equipment, visually observes a large amount of traffic noting vehicles in violation of the posted speed limit requirement to identify the pictured driver in a court of law, and state statutory requirements governing Automated Photo Enforcement. This class is distinguished from the Photo Enforcement Agent II which performs training and the court related process for red light violations including testimony and disposition. This class is distinguished from the "Vehicle Boot Investigator", which enforces the payment of parking violations.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgments are required within the parameters of the job function.

Level of Supervision Exercised

None

Essential Duties

Sets up photo radar equipment/signage in compliance with Denver Revised Municipal Code (DRMC) and Colorado Revised Statute (CRS), governing Automated Speed Enforcement.

Ensures proper functioning of photo radar equipment at the beginning and end of enforcement deployment activities, which includes documenting incidents and reporting equipment issues/problems.
Enforces posted speed limits through visual observation of all on-coming traffic on multilane roadways. Observes vehicles speeding over the posted speed limit and documents observations.

Documents all deployment details using required logs/checklists in accordance with applicable policies/procedures; reviews court exhibits and testifies in court of law regarding the proper set up and monitoring using photo radar equipment.

Reviews red light summons and complaints as required and approves/disapproves citation issuance. Views pending violations captured by automated photo enforcement equipment to determine deployment effectiveness or to address questions regarding deployment details.

Provides information and explains codes/rules, and regulations governing automated photo enforcement violations to interested parties.

Produces required reports to document automated photo enforcement activities/results.

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**

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

Skill in operating a motor vehicle.

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**

Two (2) years of public contact experience providing information and relating rules, codes, regulations, and procedures.
**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.

Obtain a Special Police Officer Certification from the Manager of Safety's Office after undergoing background check for this purpose to issue photo radar citations in the City & County of Denver in accordance with the City Charter and the DRMC. Failure to obtain and maintain certification will result in withdrawal of position offer or termination.

Successful completion of Photo Radar Equipment and Radar Theory training and Red Light Equipment training is required by the end of probationary period.

Obtain and maintains Doppler Traffic Radar Operator Certification from Denver Police Dept.

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

**Working Environment**

Temperature Changes: variations temperature from hot to cold.
Noise: sufficient noise to cause distraction or possible hearing loss.
Hazards: conditions where there is danger to life, body, and/or health.
Atmospheric Conditions: conditions that affect the skin or respiratory system.
Subject to many interruptions
Subject to varying and unpredictable situations.

**Level of Physical Demand**

3-Medium (20-50 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 within an enclosed environment (vehicle) for extended periods of time.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.

**Background Check Requirement**

Criminal Check
Employment Verification
By position, Motor Vehicle Record Licenses/Certification

<table>
<thead>
<tr>
<th>Assessment Requirement</th>
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<tbody>
<tr>
<td>Customer Service Agent - Photo Enforcement</td>
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<table>
<thead>
<tr>
<th>Probation Period</th>
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<tr>
<td>Six (6) months.</td>
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<table>
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<th>Class Detail</th>
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<tr>
<td>Pay Grade: N-615</td>
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<tr>
<td>FLSA Code: N</td>
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