



Office of Human Resources

Right of Way Enforcement Agent II

General Statement of Duties

Enforces compliance of parking regulations by issuing notices and citations for violations of the revised municipal code and rules and regulations governing parking within the City as well as other City ordinances, rules, and regulations pertaining to vehicle issues. Performs entry level inspection work ensuring and enforcing compliance of City rules, regulation, and ordinances within the right-of-way and other permitted areas.

Distinguishing Characteristics

This class enforces compliance of parking regulations and performs entry level inspection work ensuring compliance with City rules, regulations, and ordinances within the right-of-way. This class is distinguished from the Right-of-Way Enforcement Agent I class that enforces compliance of parking regulations by issuing notices and citations for violations of the revised municipal code and rules and regulations governing parking within the City. The Right-of-Way Enforcement Agent II class is also distinguished from the Parking/Speeding Enforcement Supervisor that performs supervisory duties over employees that enforce compliance with parking or speeding regulations and ensures compliance with all governing laws and regulations.

The Right-of-Way Enforcement Agent I and the Right-of-Way Enforcement Agent II classes are a progressive series.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

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

Level of Supervision Exercised

None

Essential Duties

Performs the duties of a Right-of-Way Enforcement Agent I including enforcing parking codes by issuing notices and citations for parking violations, explaining codes and regulations regarding parking violations to the public, investigating parking violations of posted and non-posted parking regulations, and maintaining daily activity logs and records.

Enforces ordinances, rules, and regulations relating to taxi hailing, vehicle towing, expired/missing license plates, abandoned vehicles, and valet operations.

Monitors and enforces compliance for a variety of issued permits within the right-of-way (street furniture, permit parking, vending carts, etc.) and other non right-of-way permits.

Evaluates encumbrances in the right-of-way for compliance with permit conditions and right-of-way rules and regulations.

Notifies tenant/owner/agent of discrepancies under permit conditions with an order to correct and documents this information.

Conducts follow-up compliance inspections within a specified timeframe and prepares cease and desist orders.

Prepares stop work orders when needed.

Prepares dimensioned site maps delineating items in right-of-way in relationship with flow lines, curbs, building encumbrances, and permitted items.

Consults with a supervisor on conditions/issues that are difficult and/or unusual. Updates the shared database when appropriate.

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

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different 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.

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

Knowledge & Skills

Knowledge of parking codes, rules, and regulation sufficient to be able to identify and explain violations.

Knowledge of the principles and practices of inspection work sufficient to be able to monitor and enforce compliance. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.

Education Requirement

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

Experience Requirement

Two (2) years of experience as a Right-of-Way Enforcement Agent I.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

Must obtain a Special Police Officer certification from the Manager of Safety's Office. This certification is required in accordance with the City Charter and the Denver Revised Municipal Code. Failure to obtain the certification will result in the withdrawal of the offer for the position or end probationary status.

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

Working Environment

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.

Exposed to cold temperatures, cold enough to cause bodily discomfort.

Exposed to cold weather conditions (indoor/outdoor).

Exposed to dust.

Exposed to extreme temperature changes.

Exposed to hazardous anesthetic agents, body fluids, and bio-wastes.

Exposed to hazardous conditions where there is danger to life, body, and/or health.

Exposed to hazards from electrical/mechanical/power equipment.

Exposed to heat temperatures, hot enough to cause bodily discomfort.

Exposed to unpleasant elements (accidents, injuries, and illnesses).

Extreme cold conditions.

Handles absentee replacement on short notice.

Handles emergency or crisis situations.

Noise: sufficient noise to cause distraction.

Occasional pressure due to multiple calls and inquiries.

Personal Safety: aware of surroundings, people, and events.

Pressure due to multiple calls and inquiries.

Personal Safety: aware of surroundings, people, and events.

Pressure due to multiple calls and inquiries.

Subject to injury from moving parts of equipment or vehicles.

Subject to injury from moving parts or equipment.

Subject to pressure for multiple calls, inquiries, and interruptions.

Subject to varying and unpredictable situations.

Subject to: traffic, roadways, and pedestrians.

Temperature Changes: Variations in temperature from hot to cold when works in the field.

Pressure due to multiple calls and inquiries.

Subject to bites and scratches from animals.

Subject to injury from moving parts of equipment or vehicles.

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.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hazards: conditions where there is danger to life, body and/or health.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Memorization

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Oral Comprehension

Physical Strength: exerts maximum muscle force to lift, push, pull, or carry objects and performs moderately laboring work.

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Stamina: exerts oneself physically over long periods of time without tiring. (which may include performing repetitive tasks such as hammering or lifting objects).

Standing: remaining one one's feet in an upright position.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Walking: moving about on foot on uneven surfaces.

Walking: moving about on foot.

Written Comprehension.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record
Licenses/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: N
Management Level: 10
Established Date: 8/1/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: