



Office of Human Resources
Right of Way Enforcement Agent I - CN2089
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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.

Distinguishing Characteristics

This class enforces compliance of parking regulations. This class is distinguished from the Right-of-Way Enforcement Agent II 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. Performs entry level inspection work ensuring and enforcing compliance of City rules, regulation, and ordinances within the right-of-way and other permitted areas. The Right-of-Way Enforcement Agent I 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.

Level of Supervision Exercised

None

Essential Duties

Enforces parking codes by issuing notices and citations for parking violations, explains codes and regulations regarding parking violations to the public, and provides information regarding state and city parking rules and regulations.

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

Patrols an assigned area of the City on foot and/or in a vehicle, serves as a visual deterrent to code violations, and stays alert to dangers such as working alone in secluded areas and/or dealing with potentially hostile and emotional contacts with the public. .

Identifies and reports to appropriate authorities vehicles that are to be immobilized or impounded including enforcement of abandoned or stolen vehicles or vehicles with a record of parking and/or traffic violations.

Investigates parking violations of posted or non-posted parking regulations including issues pertaining to driveways, fire hydrants, crosswalks, and zones of restricted parking areas and responds to private party complaints of illegally parked vehicles.

Maintains daily activity logs and records.

Assists in identifying specific parking needs such as parking signage, placement, and clarity.

Operates a two-way radio to report enforcement information, request assistance, or to receive dispatching orders and operates hand held computers and printers for citation issuance,

By position, operates a vehicle in the performance of duties and conducts daily pre and post inspections of assigned vehicles.

Performs other related duties as assigned or requested.

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 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

One (1) year 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 requirement.

Licensure & Certification

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

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.
 Potential exposure to cold temperatures, cold enough to cause bodily discomfort.
 Potential exposure to cold weather conditions (indoor/outdoor).
 Potential exposure to dust.
 Potential exposure to extreme temperature changes.
 Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.
 Potential exposure to hazardous conditions where there is danger to life, body, and/or health.
 Potential exposure to hazards from electrical/mechanical/power equipment.
 Potential exposure to heat temperatures, hot enough to cause bodily discomfort.
 Potential exposure 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.
 Subject to long, irregular hours.
 Subject to many interruptions.
 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.

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.
 Carrying: transporting an object; usually by hand, arm, or shoulder.
 Color vision: ability to distinguish and identify different colors.
 Depth Perception: ability to judge distances and space relationships.
 Eye/Hand/Foot Coordination: performing work through the use of two or more.
 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

Mathematical reasoning

Memorization

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

Neck Flexion: Moving neck upward/downward.

Oral Comprehension

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

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

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

Sitting: In sitting position to write a report, vehicle patrol, and the public contact.

Standing/Walking: Patrol and the public contact.

Sitting: remaining in the normal seated position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

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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

Motor Vehicle Record

Licenses/Certification

Assessment Requirement

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: