



Office of Human Resources
Vehicle Boot Investigator - CN2088
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General Statement of Duties

Enforces the payment of parking fines, fees, and/or penalties by locating and identifying delinquent offenders and citations, serves legal notices to registered owners, attaches boot devices to prevent vehicle motion, and acts as a special police officer for the City.

Distinguishing Characteristics

This class enforces the payment of parking fines, fees, or penalties by locating and identifying delinquent offenders and citations. 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 as well as other City ordinances, rules, and regulations pertaining to vehicle issues. The Vehicle Boot Investigator is also 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 as well as other City ordinances, rules, and regulations pertaining to vehicle issues and performs entry level inspection work ensuring and enforcing compliance of City rules, regulation, and ordinances within the right-of-way and other permitted areas. Additionally, the Vehicle Boot Investigator is 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.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Enforces the payment of parking fines, fees, or penalties by identifying, immobilizing, and releasing vehicles based on violations of city and state ordinances and facilitates the towing of vehicles when needed.

Investigates vehicles parked in various locations, identifies non-compliance vehicles using an on-vehicle computer, and searches for delinquent citations and/or offenders using a variety of databases/files.

Immobilizes and/or impounds vehicles based on court magistrates' orders for misuse of license plates, failure to appear in court, and/or other failure to comply court orders and serves legal notices when applicable.

Searches for stolen vehicles and attempt to locate vehicles which includes hit and run vehicles and persons of interest and notifies the proper authorities when a vehicle is found.

Issues written notices to vehicle owner, provides information explaining how to have a boot apparatus removed, and explains codes and state and city parking rules and regulations.

Issues citations for violations in the right-of-way in order to maintain a safe environment for citizens.

Stays alert to dangers such as working alone in secluded areas and/or dealing with potentially hostile and emotional contacts with the public. .

Operates vehicle and two-way radio in performance of duties.

Performs inspections of equipment for such things as fluid levels, leaks, condition of hoses and belts, tire pressure, brake lights, and related areas as may be required by agency or Colorado Department of Motor Vehicles.

Maintains daily activity reports.

By position, assists administration in coordinating the activities of the Parking Control Enforcement Teams.

By position, assists in directing traffic as needed. By position, represents the city in court.

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 investigation techniques sufficient to be able to conduct comprehensive investigations.

Knowledge of safety hazards and necessary precautions sufficient to be able to establish a safe work environment of self and others.

Knowledge of legal procedures and techniques regarding the application of booting devices and impounding vehicles without violation rights or compromising the county's legal standing.

Education Requirement

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

Experience Requirement

Two (2) years of experience enforcing parking regulations.

Education & Experience Equivalency

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure & Certification

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

In accordance with the City Charter and The Denver Municipal Code, must obtain and maintain a Special Police Officer certification for the Manager of Safety Office.

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.

Level of Physical Demand

4-Heavy (50-100 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).

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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 100 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'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

Crawling: moving about on hands and knees or hands and feet.

Kneeling: bending legs to come to rest on one or both knees.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Licenses/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-618

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: