

**POSTING IS REQUIRED**

**Classification Notice No. 1311**

To: Agency Heads and Employees  
From: Jeff Dolan, Career Service Executive Personnel Director  
Date: November 18, 2009  
Subject: Proposed Change to the Classification and Pay Plan

**The proposed change amends the Classification and Pay Plan by changing the title of Vehicle Control Agent to Right-of-Way Enforcement Agent I and adding Right-of-Way Enforcement Agent II.**

The Right-of-Way Enforcement Division has asked CSA to create a new class, Right-of-Way Enforcement Agent II and change the class title of the Vehicle Control Agent to Right-of-Way Enforcement Agent I. The request for the new class is due to the Right-of-Way Enforcement Division taking on additional higher level duties that were performed by city inspectors within Public Works. Additionally, the division is requesting that CSA create a Progressive Class Series for the Right-of-Way Enforcement Agents.

**REVISED CLASS SPECIFICATION INCLUDING TITLE CHANGE**

<b><u>Job Code</u></b>	<b><u>Current Classification Title</u></b>	<b><u>Proposed Classification Title</u></b>	<b><u>Pay Grade &amp; Range</u></b>
CN2089	Vehicle Control Agent	Right-of-Way Enforcement Agent I	613-N (\$33,597-\$49,038)

**NEW CLASS**

<b><u>Job Code</u></b>	<b><u>Classification Title</u></b>	<b><u>Pay Grade &amp; Range</u></b>
CN2393	Right-of-Way Enforcement Agent II	615-N (\$36,724 - \$53,595)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

**Public Notice of Changes:**

The scheduled time for the public hearing is **Thursday, December 3, 2009 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

**Note:** Please submit any questions or comments on this proposal in writing to Bruce Backer [bruce.backer@denvergov.org](mailto:bruce.backer@denvergov.org), Career Service Authority, in care of Meredith Creme [meredith.creme@denvergov.org](mailto:meredith.creme@denvergov.org) by 8:00 a.m. on **Tuesday December 1, 2009**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran [leon.duran@denvergov.org](mailto:leon.duran@denvergov.org) at (720) 913-5168 no later than noon on **Tuesday, December 1, 2009**.



## Career Service Authority

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# Right-of-Way Enforcement Agent I

### GENERAL STATEMENT OF CLASS 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.

#### ***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 and 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 Communications and Purpose:***

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

**Level of Supervision Exercised:**

No supervisory duties.

**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.  
.....

**MINIMUM QUALIFICATIONS**

**Competencies, Knowledge, & Skills:**

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and chooses an ethical course of action.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**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** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**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.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** - Adapts quickly to changes.

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

**Memory** - Recalls information that has been presented previously.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

**Self Management** - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations and committed to quality 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.

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.

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

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

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object(s) of up to 50 pounds usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.  
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.  
Talking: expressing or exchanging ideas by means of spoken words.  
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 an object up to 50 pounds.  
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.

***Working Environment:***

Majority of duties are performed outside.  
Extreme Cold: temperature cold enough to cause marked bodily discomfort.  
Extreme Heat: temperature hot enough to cause marked bodily discomfort.  
Temperature Changes: variations temperature from hot to cold.  
Wet: frequent contact with water or other liquid.  
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.

***Education Requirement:***

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

***Experience Requirement:***

One 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 and/or Certification:***

Possession of 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.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/01/1995

**REVISED DATE:** xx/xx/2009

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** This class was created as a result of the JAJE Conversion in 9/16/95.

4/2003 – This class was modified to include photo-radar speed enforcement and the title was changed from Parking Control Agent to Vehicle Control Agent. Additionally, the Special Police Officer certification was added as a requirement at the request of Public Works Right-of-Way Enforcement and is a Licensure/Certification requirement for this classification.

xx/xx/2009 – The class specification was revised and updated. The title of the class was changed to Right-of-Way Enforcement Agent I. Additionally, the employees who were responsible for photo-radar speed enforcement were placed in another class, Photo Enforcement Agent.



## Career Service Authority

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# Right-of-Way Enforcement Agent II

### **GENERAL STATEMENT OF CLASS 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 and 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 Communications and 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:***

No supervisory duties.

**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-or-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.  
.....

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and chooses an ethical course of action.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**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** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**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.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** - Adapts quickly to changes.

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

**Memory** - Recalls information that has been presented previously.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

**Self Management** - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations and committed to quality 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.

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.

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

Standing: remaining on one's feet in an upright position.  
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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.  
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 an object up to 50 pounds.  
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**Working Environment:**

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Extreme Heat: temperature hot enough to cause marked bodily discomfort.  
Temperature Changes: variations temperature from hot to cold.  
Wet: frequent contact with water or other liquid.  
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.

**Education Requirement:**

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

**Experience Requirement:**

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

**Education/Experience Equivalency:**

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

***Licensure and/or Certification:***

Possession of 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.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** xx/xx/2009

***ESTABLISHED BY:*** Patricia Anderson

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This is a new class. This class will be part of a progressive class series.