City of Bellingham
Classification Specification

CLASS TITLE	**Parking Code Compliance Officer I-II**
DEPARTMENT	**Public Works - Operations**
UNION:	**1937**
SG:	**106/107**
CS:	**Y**
FLSA:	**Y**
EE04/SOC CODE:	**SM/33-3041**

NATURE OF WORK:

This classification series performs a variety of duties associated with parking code enforcement including providing information to the public,issuing citations for violations of parking regulations, investigating community complaints about violations and maintaining parking control equipment. Enforces State and City codes regarding parking regulations. Serves multiple locations around the City such as the Downtown area and Fairhaven. Reports accidents, disturbances, and malfunctioning City traffic equipment to appropriate City staff. This position involves a high degree of public contact. Maintains close working relationshpis with compliance personnel from other City departments. May be called out for emergency work. Attention to safety and protection of personnel and equipment is integral to the work.

DISTINGUISHING CHARACTERISTICS:

Parking Code Compliance Officer classification is distinguished from the Traffic Worker Classification Series by its limited commission to issue infractionsfor violations of parking regulations as stipulated in the Bellingham Municipal Code (BMC) including overtime parking, misuse of designated parking areas, and hazardous parking.

Parking Code Compliance Officer I is an entry-level classification. The Parking Code Compliance Officer I is distinguished from Parking Code Compliance Officer II by a greater level of supervision and instruction required in the performance of assigned duties. The Parking Code Compliance Officer I requires continuous advancement in job knowledge and skills in order to gain the experience necessary to perform work independently. An individual in this position will move to the Parking Code Compliance Officer II level in a non-competitive promotion upon completing 2 years as a Parking Code Compliance Officer I and obtaining required certifications.

The Parking Code Compliance Officer II is distinguished from the Parking Code Compliance Officer I by the achievement of training and experience which provide a higher level of skill and the ability to perform work independently with a moderate amount of supervision. The Parking Code Compliance Officer II has a well developed working knowledge of the City's parking operation system, policies, and procedures.

SUPERVISORY RELATIONSHIPS:

Maintains close working relationships with other City Departments.

Parking Code Compliance Officer I:
Reports to the Parking Operations Supervisor. Work is performed independently under close supervision and in accordance with applicable federal, state, and local regulations, policies, guidelines and applicable standards.

Parking Code Compliance Officer II:
Reports to the Parking Operations Supervisor. Work is performed independently under general supervision and in accordance with applicable federal, state, and local regulations, policies, guidelines and applicable standards. The Parking Code Compliance Officer II may serve as lead and provide training to lower classified staff.

ESSENTIAL FUNCTIONS:

1. Responsible for performing daily patrols, using an automobile, bicycle or on foot, of assigned areas to ensure compliance with City parking regulations. Issues citations for civil infractions using Automated License Plate Reader (ALPR) technology, manually or by use of tablet computers to vehicle owners in violation of City parking regulations.

2. Coordinates with City staff to address compliance issues and complaints, taking corrective action as necessary including documenting and investigating incidents, issuing citations, and making court appearances. Ensures required reports of incidents are entered into applicable City databases.

3. Receives, investigates, and responds to inquiries from the public concerning parking regulations including abandoned vehicle complaints and long-term parking issues. Determines whether removal of the vehicle, such as towing, is warranted and issues citations if appropriate.

4. Engages in positive customer service and public relations. Assists the public by providing information regarding parking regulations, facilties, and the locations of points of interest. Provides information about community resources as appropriate.

5. Maintains appropriate recordkeeping systems to ensure that all federal, state, and local regulations are met.

6. Ensures all equipment being used is properly maintained and stored. Equipment can include hand held tools and electronic devices. Reviews inventory and orders supplies as necessary.

7. Provides recommendations regarding conditions in the field that may affect work practies and procedures and safety.

Parking Code Compliance Officer II

1. Serves as lead for work assignments as assigned and participates in training lower classified staff.

ADDITIONAL WORK PERFORMED:

1. May participate in job-related training.
2. May assist with collecting parking revenue from meters and paystations. Maintaining and securing equipment keys and portable data programming and retrieval devices. May assist with removing cash and coin revenue from parking control equipment in accordance with designated routes, schedules and performs security protocols. Downloads collection information into handheld units and transfers to meter database; delivers revenue to bank; completes deposit paperwork and returns deposit materials to parking office and/or the City Finance Department.
3. May assist in installation and maintenance of parking control equipment including parking meters and pay stations, electric vehicle charging stations, meter posts, signage and protective bollards. Equipment can include drills, roto-hammers, and grinders.
4. May assist in tracking and recording information about changes made to parking control equipment locations or time limits. Reports changes to GIS/Technical Services staff for updates and maintenance of GIS meter map system.
5. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Parking regulations and restrictions in the City of Bellingham.
- Basic principles and practices of traffic control.
- Compliance requirements outlined in applicable municipal codes, state law, regulations, and ordinances related to parking, vehicle licensing, and registration.
- Policies and procedures governing vehicular parking.
- Working knowledge of City street names, buildings, locations, and ability to read maps.
- The use of assigned Division equipment and ability to provide operation and maintenance at the highest level ensuring efficient and safe completion of work.
- The use of Division computer software to perform various assignments including the MS Office Suite.

Skill in:

- Applying craft techniques, processes, and principals in the accomplishment of assigned work.
- Demonstrated leadership skills including, interpersonal sensitivity, adaptability, flexibility, and time management.
- Independent judgment, including the ability to plan and carry out work assignments, maintain required standards of work and to give clear and efficient directions.
- Strong communication skills for working with personnel, organizations, and the general public.

Ability to:

- Interact effectively with a variety of people with courtesy and tact, including the ability to remain calm in stressful situations with angry or upset community members and in dealing with fellow employees.

- Operate hand-held electronic key-pad unit and other handheld tools used on a day-to-day basis.
- Use or operate motorized vehicles safetly and efficiently.
- Exercise indpenednet judgment under stressful or emergency situations.
- Work independently with minimal supervision.
- Prepare technical citation materials and reports.
- Follow established safety rules and regulations and independently recognize safety hazards at the work site.
- Accept “on-call” status for emergency situations.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation
- Physical ability to perform the essential functions of the job, including:
  - Frequently communicate accurate information and ideas with others;
  - Frequently move between work sites including travel between indoor and outdoor locations; stand, stoop, reach, bend, kneel, squat, and traverse on uneven terrain, loose soil and sloped surfaces;
  - Frequently move objects up to 50 lbs;
  - Occasionally operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Hear and see sufficiently to respond quickly in a noisy fast-paced environment while meeting mandated safety standards;
  - Operate mechanical equipment of varying lengths and widths;
  - Operate a motor vehicle.

WORKING ENVIRONMENT:

Work is primarily performed outdoors, in all types of weather conditions. Occasionally performs work indoors in a courtroom, at a desk, or computer terminal. Adheres to applicable safety precautions while operating a variety of vehicles and equipment in the course of performing duties. Will be regularly exposed to extreme temperatures, inadequate lighting, confined spaces, trenches, loud noises, and traffic hazards. Frequently interacts with the public and with professionals in the field, which may include exposure to hostile, offensive language, or interactions with angry or volatile individuals.May be required to work varied shifts including weekends and holidays. This position requires continuous physical exertion.

EXPERIENCE AND TRAINING REQUIREMENTS:

Parking Code Compliance Officer I:

- High school diploma or equivalent.
- One year of experience in a position with intensive public contact required including demonstrated ability to provide excellent customer service.
- One year of experience or related training using hand and power tools and motorized equipment to perform manual labor preferred.
- Computer skills sufficient to enter reports into database and operate a tablet computer or similar equipment required.

- Experience and/or training in the repair and maintenance of electronic devices and related small mechanisms desirable.
- Must secure and maintain the following certifications:
  - Work Zone Traffic Control Safety Certification or equivalent certification within one year of hire.
  - International Parking & Mobility Institute (IPMI) Introduction to Parking, Customer Service and Conflict Resolution (Or equivalent IPMI courses at time completion) within two years of hire.
  - Certificate of Completion: Payment Station Software/Hardware Training or equivalent within two years of hire.

Parking Code Compliance Officer II:

- Two (2) years' experience as Parking Code Compliance Officer I at the City, OR three years equivalent experience performing parking enforcement in a municipality or equivalent AND successful completion of the certification requirements at the Parking Code Compliance Officer I level.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check, and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire; with biennial submission of driving abstract to department, to be forwarded to Human Resources (Policy ADM 10.03.02.4).
- Ability to obtain and maintain Flagging/Traffic Control Card within one year of employment.
- Ability to obtain and maintain a valid First Aid/CPR Card within one year of hire.
- Must be able to report to Operations Division for emergency call-out in accordance with bargaining unit agreement.
- Failure to obtain and maintain appropriate certifications within established time limits will result in demotion to the lower class for which qualified, until such time as the required certification is achieved or termination if incumbent is not qualified for a lower class.
- May be required to work a schedule that includes evenings and weekends based business need.

PREPARED BY: S. Haugen
M. Olinger
J. Honga
A. Sullivan
8/2022
A. Silva
11/2024

REVIEWED BY:_____
Joel Pfundt, Interim Public Works Director

COMMISSION ADOPTION: March 8th, 2023