

Position Title:	Parking Enforcement Officer	Grade Level:	1
Department	Police Department	FLSA Status	
Reports to:	Administrative Lieutenant		

Statement of Duties: To enforce appropriate codes, laws and regulations pertaining to on-street and off-street public parking within the Town of Natick. Incumbents work alone, patrolling areas of the Town to ensure that automobiles are parked in accordance with Town and State parking codes. This person will report directly to the Chief of Police or his designee. Incumbent is expected to meet and resolve most situations and problems; and to keep supervisor informed of unusual conditions and seek appropriate advice in dealing with them. Laws and regulations applicable to Parking Enforcement Officers control must be observed and followed, as well as any departmental regulations which apply.

Supervision Required: The employee performs work duties under the general and broad supervision of a designated officer of the department, but most day-to-day work is performed independently.

Supervisory Responsibility: N/A.

Accountability: Errors and omissions will result in adverse public relations, cost to Town and potential personal injury.

Judgment: Choosing the appropriate practices, procedures, or regulations to apply in each case.

Confidentiality: Individual judgment and the application of professional knowledge and experience is required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: Work is performed primarily outside, including inclement weather (including but not limited to rain, snow, sleet, and heat) and subject to exhaust fumes, dust, pollen and other air quality issues typical of a densely populated community. Contact with the Police Department will be available using a two-way radio. PCO may interact with the public. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Must occasionally work near moving and heavy traffic. Work frequently involves dealing with difficult people in high pressure and or conflict situations. The work environment characteristics described herein are representative of those that an employee encounters while performing the essential functions of this job.

Nature and Purpose of Contacts: Most contacts are with members of the general public for the purpose of explaining regulations and hearing complaints of given tickets. Other contacts are with department personnel and employees of the Town.

Occupational Risks: Duties do not regularly present risk of injury. Special safety precautions, training, or protective clothing is required.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Patrol assigned areas primarily on foot, occasionally by vehicle, to ensure public compliance with parking ordinances.
- Performs responsible work in enforcing Town policy and regulations relating to illegal parking in the Town. Issues citations for parking violations as authorized by Chapter 40, Section 22 of the General Laws of Massachusetts and maintain an accurate filing system of citations issued.
- Issue violations or warnings for illegally parked motor vehicles using a handheld device.
- Maintain close communications with the Police Department using a two-way radio or cell phone.
- Respond to and make radio dispatch calls regarding parking violations and complaints.
- Identify vehicles in violation of Traffic Rules and Regulations checking with the Traffic Division of the Natick Police Department when necessary to determine whether vehicles need to be ticketed or towed.
- Observe and report to the Traffic Division parking meters or Kiosks that need to be repaired and missing signage in relation to Traffic Rules and Regulations,
- Maintain assigned equipment and supplies such as the handheld parking violation device, parking violation printer, and corresponding charging stations,
- Address and answer the public's questions regarding parking regulations in a courteous and professional manner.
- Safely operate a Town vehicle when assigned for duties.
- Maintenance and accounting for all parking violations written both electronically and manually.
- Serve as a backup crossing guard and police department matron, as needed.
- Refers to hearing officer any and all requests for hearings,
- Minor repairs/troubleshooting of meters and kiosk machines.

- Performs other related duties as assigned,

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- No specific, formal work experience is required for this work, but incumbent at time of appointment must be able to demonstrate skill and ability in performing work responsibilities.
- A candidate for this class of positions should be a high school graduate/ hold a GED or equivalent.
- Must have a valid Motor Vehicle Operator's license.
- Candidates must be able to demonstrate possession of the required knowledge, skills and abilities to perform this work.

Knowledge, Abilities and Skill

Knowledge:

- Working knowledge of all parking regulations of the Town of Natick as well as policies and procedures of the Town of Natick.
- Knowledge of the Town's geography and street locations.

Abilities:

- Ability to exercise independent judgement.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow written and oral directions and or instructions.
- Ability to maintain excellent public and interdepartmental relations.
- Ability to represent the Town of Natick in a professional and courteous manner while performing parking enforcement duties.
- Ability to read, understand and interpret parking regulations to others.

- Ability to accurately collect and deposit monies from parking meters.
- Ability to handle troubled and angry persons, and to secure assistance from department personnel when necessary to placate such persons.
- Ability to walk and / or operate assigned Personal Transporter, which is a three-wheel vehicle that one stands on to operate through assigned areas.
- Ability to exercise initiative and sound judgment and react with discretion under varying conditions.

Skill:

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Require some endurance to walk from one area of the Town to another.

Computer Skills:

- Use of the assigned handheld parking violation device, printer, and two-way radio are essential in the performance of duties.

Visual Skills:

- Ability to read and distinguish colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.