



## **PARKING SERVICES REPRESENTATIVE**

**5550**

### **GENERAL DESCRIPTION OF CLASS**

The PARKING SERVICES REPRESENTATIVE monitors parking compliance by patrolling state owned and operated parking lots, parking structures, or metered parking areas under the jurisdiction of the Department of Administrative Services.

### **DISTINGUISHING FEATURES**

This is a single classification and currently not part of a series of classes.

### **DUTIES AND RESPONSIBILITIES**

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

#### **1. Parking Patrol and Enforcement**

Patrol parking lots and parking structures to enforce parking regulations. Respond to complaints about cars parked illegally in reserved spaces, fire, loading, or emergency zones. Report vandalism or damage of facilities, grounds, and equipment to proper authorities.

Give oral or written warnings to individuals parked incorrectly or illegally. Issue citations to those parked illegally in areas that are in the jurisdiction of the Department of Administrative Services. Report incidents that are cause for concern to appropriate authority. Prepare accurate and correct citation records that are used in court. Prepare and present testimony in court about contested citations or related matters. Gather information about alleged car pool fraud cases as directed.

#### **2. Miscellaneous**

Download hand held parking database into office computer on a daily basis. Perform meter audits and generate audit reports. Conduct rate and meter duration changes, track meter maintenance, and inventory of meter mechanisms. Document citation data. Compose and prepare written responses to contested citations. Collect and count parking meter funds.

Answer questions in person and by telephone about state government functions and parking information. Explain regulations and give directions to visitors. Repair and do routine maintenance on electronic meter mechanisms. Test coin entries and adjust timing sensors to verify time is given for amount deposited. Work with another Parking Service Representative to collect coins from meter vault.

### **RELATIONSHIPS WITH OTHERS**

Employees in this class have frequent, in-person contact with a wide variety of employees, managers, administrators, legislators and citizens. Employees will have occasional contact with judges, attorneys, and officers of the courts in providing testimony related to citations. There is frequent two-way radio or telephone contact with central office staff, and occasional radio or telephone contact with local enforcement personnel. Employees must effectively communicate orally with a wide variety of people who are frequently angry or verbally abusive.

**SUPERVISION RECEIVED**

Employees in this class receive general supervision. They work independently in the field. Guidelines are provided through consultation with the supervisor and review and interpretation of appropriate laws, rules, processes, and procedures. Work is reviewed on a sample basis for accuracy and adherence to appropriate rule, policy, and procedure.

**GENERAL INFORMATION**

Positions in this class work outdoors in all types of weather and require the ability to operate a motor vehicle and a bicycle. Positions require lifting of objects weighing up to fifty pounds.

**KNOWLEDGE AND SKILLS (KS)****General knowledge of:**

Methods of report writing including proper grammar, punctuation, spelling, capitalization and sentence structure.
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**Skill to:**

Communicate effectively orally with a wide variety of people; gathering and exchanging information, sometimes under adverse conditions.
Record short, concise written documents based upon direct observation.
Operate a computer terminal or microcomputer to enter, update, correct, and retrieve information.
Establish and maintain an effective working relationship with others.
Deal with a variety of people with tact and firmness and maintain composure under adverse conditions.
Apply well-defined rules, policies, and procedures to work situations and make reasonable decisions based on those guidelines.
Walk or ride a bicycle for long distances.

**Special Qualifications:**

Positions require a valid driver's license and a satisfactory driving record with no convicted felonies.
Successful candidates must pass an Oregon State Police security check.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 4/90

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STATE OF OREGON  
 Dept. of Administrative Services  
 Human Resource Services Division