SURFSIDE POLICE

DAVID ALLEN
CHIEF OF POLICE

JOB DESCRIPTION/JOB TASK ANALYSIS

Job Title: PARKING ENFORCEMENT OFFICER

Reports to: PARKING OPERATIONS MANAGER

Type of Position: FULL TIME Hours per Week: 40 NON- EXEMPT

General Description:

The Parking Enforcement Officer patrols off-street and on-street controlled parking areas, effectively enforcing parking ordinances. The Parking Enforcement Officer issues citations (or warnings) to vehicles in violation of municipal/county parking ordinances, ensuring that all information on the citation is accurate and complete.

Work Experience/Requirements:

- High School Diploma or General Education Diploma (GED)

Job Task, Policy, and Proficiency

ID TASK	Statement	Performance Standard
ALL1000	Complete assignments as directed	The member will successfully complete all assignments to specifications as directed and within the specified time frame and budget in accordance with agency policies.
ALL1001	Maintain work areas	The member ensures that their work area is clean, organized, safe and presentable in accordance with agency policies and procedures.
ALL1002a	Participate in meetings/training and community relations activities if applicable	As applicable, the member actively participates in meetings/training as directed or as required and in accordance with established agency policies/procedures, and disseminates information received to agency

members as appropriate. The member may also actively participate in community relations activities in order to promote and enhance the vision, goals, and objectives of the department in conjunction with the needs of the community.

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ID TASK	Statement	Performance Standard
ALL1003a	Complete, update, submit required reports/documents/forms	The member will thoroughly and accurately complete, update, and submit or forward all required reports, documents and forms to the appropriate authority/personnel in a timely manner pursuant to applicable state regulations and in accordance with agency policies and procedures.
GS1137c	Update records/reports/documentation manuals/files	The member will ensure that all documents/records/reports/manuals/files are generated and/or accurately updated as required, properly filed, secured if applicable, and disseminated in a timely manner to the appropriate personnel consistent with agency policy.
GS1163	Provide assistance to the public/agency members/other agency personnel	The member provides accurate information/directions/assistance to the public, agency members, and/or other agency personnel in a professional and courteous manner consistent with agency policies.
GS4000	Patrol controlled parking areas	The employee patrols off-street and on-street controlled parking areas, effectively enforcing municipal parking ordinances.
PE4001	Enforce parking ordinances	The employee issues citations (or warnings) to vehicles in violation of municipal parking ordinances, ensuring that all information on the citation is accurate and complete.
PE4002	Maintain parking citation log	The employee maintains and updates the daily parking citation log, ensuring that all information is accurate, complete, and current.
PE4006	Arrange for towing of illegally parked/abandoned vehicles	The employee contacts dispatch to have a tow company respond and store/impound

		vehicles. The towing/storage/impound action is accurately documented on the appropriated form(s).

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PE4008b	Respond to parking related complaints/issues	The employee communicates with business representatives and/or the public regarding parking problems, issues, and violations. The employee directs unresolved issues/ complaints to the appropriate department/ personnel for resolution.
PL2001	Message return/follow-up	As applicable, the member will check their assigned mailbox, telephone/electronic messages and any designated bulletin boards according to the established schedule or designated frequency for each. The member will return any telephone messages in a prompt and professional manner and will respond accurately and appropriate to any information contained on the bulletin board or received via mail or newsletter.
PL2002	Contact with public	The member demonstrates a polite, helpful, courteous, proud, productive, and professional image when engaged in their assigned duties with the public consistent with agency policy.
PL2003	Operation and care of equipment	The member properly operates and cares for equipment to manufacturers specifications and/or within the specified parameters. If applicable, the member checks to ensure all assigned equipment is present and operational, and documents/reports any required repairs in a timely manner and in accordance with agency policies.
PL2006	Human diversity awareness	The member demonstrates an outstanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public, students and colleagues.
PL2008	Accepts supervision and direction	The member adheres to the chain of command, and accepts constructive criticism to improve job performance. The member

		responds to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with agency policies.

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PL2014	Abide by Code of Ethics	The member will conduct him/herself in an ethical and professional manner, abiding by the established code of ethics as stipulated in the PGO manual.
PL2015	Leave and Attendance	The member will follow all leave and attendance related policies/procedures, including, but not limited to submission of vacation and personnel requests and if applicable, the notification of supervisor regarding absence from work due to illness or untimely incidents, notification of supervisor regarding after hours.
PL 2016	Grooming and dress	The member is appropriately groomed and attired so as to present a professional image in accordance with the agency policies and procedures.
PL107	Knowledge of General Orders/Policy/Procedure manuals	The member has the ability to read, interpret and follow procedural and policy manuals related to the job performance by the incumbent and demonstrate this knowledge via oral or written testing if required and in daily operations.
PR2	Knowledge of geographical jurisdiction	The member is able to correctly locate or provide accurate directions in a timely manner to any location within the agency jurisdiction, or, as applicable, within their respective school zone or area of responsibility.
PR23	Inter-personal skills	The member demonstrates congenial, respectful, and productive behaviors and attitudes towards others in working relationships and situations.
PR3	Radio communications	The member utilizes the 2-way radio for official communications only, communicating in a clear, concise, and

intelligent manner under all conditions and at all times.

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PR31	Problem solving	The member has the ability to look beyond surface issues to identify and analyze problems and develop effective responses and solutions to resolve such problems.
PR42	Team building skills	The member demonstrates a conscientious effort in achieving and contributing to organizational goals as compared with individual goals.
PR4a	Verbal communications	The member conveys verbal information/ instructions/ directives/ commands in a clear concise, and intelligent manner.
PR4c	Written communications	Written communications are accurate, concise, legible, and timely.
PRd	General comprehension skills	The member has the ability to understand directions and instructions, formulate and translate plans into actions, and process verbal information, physical cues, and body language in order to effectively complete the task.
PR52g	Knowledge of local parking ordinances	The member demonstrates and adequate working knowledge of the local parking ordinances.
PR6a	Driving	The member maintains control of the vehicle in all situations under varying weather conditions, adhering to all traffic laws as per incident.

Reviewed by: Assistant Chief, John Di Censo
Approved by: Chief David Allen
Date Posted: May 9th, 2008
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