

Job Description

Parking Enforcement Officer (PEO)

Effective April 4, 2022

A. Position Description

The Parking Enforcement Officer (PEO) is a union position (full or part time) staffed in accordance with the hiring provisions outlined in the collective bargaining agreement and as per Parking department regulations. In accordance with Parking department regulations, the PEO performs tasks associated with routine functions of parking enforcement and parking facilities functions and systems. PEOs are held to the highest standard of integrity and are expected to conduct themselves in a professional manner and at all times acting as ambassadors of the Borough. Within the established chain of command, the PEO reports directly to the Parking Director and/or other supervisory personnel as assigned.

B. Required Knowledge, Skills and Abilities

The PEO shall be able to clearly understand written and verbal instruction and/or directive and shall have the ability to learn the basic skills and understanding of Microsoft windows, word and outlook programs. The PEO shall have verbal command of the English language and possess mechanical skills to operate the communication system, including portable radio, telephones, and keyboarding. The PEO must be physically able to walk significant distances on hard surfaces, including during times of inclement weather, and shall be responsible for the recognition of unsafe conditions, which they will report to the immediate supervisor. The PEO shall possess communication skills which will enable them to understand departmental policy, departmental directives, State and local parking ordinances and laws and be able to explain said information to the public when warranted. The PEO shall have the ability to communicate with the public in a professional manner.

C. Assignment Responsibilities

The PEO shall perform duties as prescribed by the Parking Director, and/or the designated supervisor, including but not limited to the enforcement of Indiana Borough ordinances related to parking regulations and State laws regarding parking regulations and the preparation and issuance of parking tickets,

D. Essential Duties

The PEO shall be responsible for the general operation of the parking unit and his/her essential duties shall include, but are not limited to, the following tasks, the times, methods, and scheduling of which shall be prescribed by the Parking Director.

I. General Daily Tasks

- a. Enforcement of Indiana Borough parking ordinances and state laws regulating parking
- b. Preparing and issuing parking tickets for violation of parking regulations

both by hand and by utilizing the Auto Cite unit

- c. Documentation and processing of issued parking citations and related clerical work
- d. Utilizing Microsoft windows, word and outlook
- e. Collect fines for paid citations, complete the transmittal form, and document paid funds within the automated system
- f. Working hours/shifts as assigned by the Parking Director
- g. Maintaining familiarity with Indiana Borough Parking ordinances and State laws pertaining to parking
- h. Thoroughly familiar with Borough streets and parking restrictions in the various districts and zones within the Borough
- i. Maintaining a working knowledge of the process of ticket citation issuance from time of issuance through the payment process
- J. Learn and maintain a working knowledge of all the functions of the Auto Cite hand held unit and the Auto Cite computer/software system
- k. Conspicuous placement of parking tickets on vehicles in violation of parking restrictions
- l. Full familiarization with the two major parking areas, including the downtown area and residential permit areas and the ability to work all areas as assigned
- m. Monitoring and enforcing the residential permit parking zones by use of an assigned or personal vehicle (w/reimbursement as per the CBA)
- n. Completing and maintain files of daily activities
- o. Prosecuting parking violators in court
- p. Assisting in the general accounting duties of clearing the parking garage central pay station
- q. Perform general office duties using Autoprocess, OPSMAN and Overture systems to facilitate parking department operations and assist customers at the office window and by phone as needed.
- r. Assisting in the processing of reporting unpaid late notices to the designated collection service
- s. Verifying boot hits
- t. Initiate boot removal process upon payment of fines and fees
- u. Collecting accumulated parking citations from the red courtesy boxes

- v. Assisting in record keeping and filing of all parking department paperwork
- w. Initiation of the booting process via Auto Cite data
- x. Monitoring/patrolling the parking garage for unauthorized vehicles and other parking violations
- y. Collecting meter money with parking maintenance personnel in accordance with department regulations, including the use of the Auto Trax computer/software for the tracking of meter revenue

2. General Abilities

- a. Walking significant distances on hard surfaces
- b. Ability to reach, stand, kneel, and bend in accordance with parking unit duties
- c. Ability to lift and carry small items to destinations within the department or within the Borough
- d. Ability to work various times of the day or night as may be scheduled, in that the parking department operates. Weekdays/Evening/Saturdays as assigned.
- e. General keyboarding and working knowledge of basic computer systems with ability to learn data entry and retrieval in specified police department programs pertaining to the Traffic and Parking Division
- f. Clear and concise verbal communication skills with ability to accurately relay information via telephone, radio and in person

E. Established

The job description for the position of Parking Enforcement Officer shall remain in effect until otherwise revised or rescinded by appropriate authority. All previous job descriptions pertaining to the position(s) described are hereby rescinded.

 4-5-22

Manager

Date

 4-5-22

Council President

Date