

JOB DESCRIPTION

JOB TITLE: PARKING ENFORCEMENT OFFICER

DEPARTMENT: Enforcement

EXEMPT STATUS: Non-Exempt

REPORTS TO: Corporal.

SUPERVISES: N/A

JOB SUMMARY

To perform office, investigative and field work involving the enforcement of appropriate codes, laws, regulations and validation programs pertaining to on-street and off-street parking within the City of New Brunswick and Parking Authority Facilities. Writes and issues parking citations, responds to complaints and inquiries.

RESPONSIBILITIES

1. Patrol an assigned route of city streets and parking lot facilities to identify and cite vehicles in violation of parking codes utilizing an automobile, bicycle, Segway, or on foot.
2. Issue summonses for illegally parked vehicles on the street and in NBPA owned facilities, including lots and decks.
3. Report location of inoperable parking meters when necessary.
4. Provide general information to and assist the public when requested.
5. Report areas that need replacement or additional signage.
6. Prepare daily activity reports (vehicle inspection, dismissal requests).
7. Provide testimony in Municipal Court for contested summonses.
8. Maintain and uphold all NBPA policies and procedures.
9. Respond to customer inquiries in a timely manner.
10. Represents the NBPA in a professional and courteous manner and treat public and co-workers with courtesy and respect.
11. Establish and maintain effective working relationships with the public, law enforcement personnel, and other parking enforcement personnel.

12. Report any conditions to appropriate department head that represent a threat to safety, health and welfare of NBPA patrons, staff, tenants or property.
13. Perform duties requested by supervisor and/or manager.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

1. Extremely knowledgeable of the geography of the New Brunswick streets.
2. Knowledge of the New Brunswick Parking Authority's parking rules and regulations as well as various City and State parking laws and ordinances.
3. Effective verbal and non-verbal communication skills.
4. Exceptional customer service skills.
5. Ability to use NBPA equipment/devices (e.g. NBPA handhelds) PAT'S handheld devices.
6. Ability to operate motor vehicle.
7. Ability to demonstrate good common sense and sound judgment.
8. Ability to be pro-active and adapt to all conditions.

PHYSICAL DEMANDS

- Required to work outdoors in all weather conditions.
- Must be able to visually observe details up close, or at a distance.
- Sit, stand or walk for an extended period of time, enter/exit vehicles frequently.
- Must have finger dexterity/grasping ability to operate issued equipment/devices, or a computer.
- Auto and foot patrols of the City of New Brunswick and Authority facilities.
- While performing the duties of this job the employee is regularly required to drive safely in adverse conditions.
- Employee occasionally lifts and/or moves up to 50 pounds.

EDUCATION

- High School Diploma or equivalent required
- Associates Degree or Bachelor's Degree preferred.

EXPERIENCE

- Customer service experience preferred.

CERTIFICATIONS AND OTHER REQUIREMENTS

- Valid NJ State Driver's License required.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.