

## **Parking Services Ambassador**

### **Primary Reason Why Classification Exists**

To perform responsible field work enforcing City parking regulations primarily in the downtown business district, assisting with school crossings as needed, and assisting the public with parking-related questions and concerns while maintaining the appearance and professionalism of the Downtown Business District.

### **Distinguishing Features of the Class**

An employee in this class enforces City parking and traffic ordinances, assuring sidewalks and streets are free of safety or blocking hazards, marking tires and issuing tickets for parking and meter violations; enforcement work includes maintaining records of collections and tickets, data entry of parking citations, preparation of letters to collect overdue fines and maintaining records of collections. The employee performs a variety of duties including answering questions from the public regarding directions, events, building locations and parking policies. Work includes assisting City staff in inspecting, assessing, and reporting maintenance issues with parking kiosks and meters. The employee is expected to have knowledge of Downtown Hendersonville geography. Work includes use of a handheld computer and the ability to write paper tickets.

Work is performed under general supervision and is evaluated through observation, conferences, feedback from citizens and staff. This position is not a sworn police officer and has no arresting authority.

### **Illustrative Examples of Work**

- Issue citations and warnings for non-compliance with downtown parking regulations using a handheld computer or writing paper tickets.
- Enforces parking regulations and ordinances; patrols the downtown area for parking, handicapped and loading zone violations and for potential sidewalk and safety issues; enforces unlawful skateboarding and bicycle riders on sidewalks; observes meters and marks tires during patrol and observes for time limit violations during subsequent rounds; issues citations for overtime violators, expired meters, leased parking violations and for other ordinances.
- Enters information about citations into computer; collects money; logs payments; prepares final notice and past due parking letters; research registration and vehicle ownership; issues civil citations; files official papers with court and testifies in court when needed.
- Meets with public concerning complaints about parking citations; provides copies of ordinances.
- Meets with business owners and officials on potential and previous parking and traffic issues; refers meter, signage, and sidewalk issues to Public Works.
- Provides directions and assistance to the public.
- Assists law enforcement officers in directing and controlling traffic during emergency situations and special events.
- Maintains parking ticket files, issues parking permits; leases and assigns parking spaces for City-owned lots.

- Participates in planning and organizing special events and functions for the department.
- Assist maintenance staff with duties related to parking and Downtown upkeep and maintenance. This includes but not limited to inspecting, assessing, and reporting maintenance issues throughout the Downtown area.
- Assist City staff with activities related to Downtown parking for Downtown events. This includes setting up for events, traffic control and parking lot usage.
- Performs related duties as assigned.

#### Knowledge, Skills and Abilities

- Working knowledge of Downtown Hendersonville geography, businesses, upcoming events, and other related information.
- Knowledge of City ordinances relating to parking, traffic, and school crossing.
- Knowledge of applicable state, federal and local laws pertaining to job duties is essential.
- Ability to exercise sound independent judgement.
- Must maintain a high level of customer service.
- Ability to understand and apply parking regulations.
- Ability to operate a motor vehicle.
- Ability to walk for extended periods of time.
- Ability to work in all weather conditions.
- Ability to operate a handheld computer.
- Ability to issue parking citations.
- Must possess effective communication skills, both written and verbal.
- Must be able to handle sensitive customer complaints, requests, and situations with professional decorum.
- Must be able to exercise proper judgment, tact, and diplomacy in dealing with people.
- Ability to follow instructions.
- Ability to work alone.
- Ability to prepare written records of work activity.
- Must be able to work in congested traffic situations.
- Must be always safety conscious.

#### Education and Experience

Graduation from high school or an equivalent combination of experience and education in the knowledge skills and abilities above.

#### Experience

None required

#### Physical requirements

Must be able to physically perform the basic life operational functions of reaching, pulling, fingering, grasping, talking, hearing and repetitive motions. Must be able to perform medium work exerting up to 20 pounds of force occasionally; and up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Must be able to regularly stand

and walk for extended periods of time. Must possess the visual acuity to operate a computer and a motor vehicle, distinguish tire markings and vehicle colors and styles, perform visual inspections, and prepare and analyze figures.

#### **Working Conditions**

Employees are required to walk for extended periods of time and work is in an outside environment exposed to extreme cold, heat, noise, and atmospheric conditions

**FLSA Status:** Non- Exempt

#### **Special Requirement**

Must possess a valid Driver's license

Criminal Background Checks and Drug Test are required.

#### **Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Hendersonville reserves the right to assign or otherwise modify the duties assigned to this classification.

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