



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 652.7

Job Title: **PARKING COMPLIANCE LEADER**

Pay Grade: 14

GENERAL SUMMARY:

Under general supervision, leads Parking Compliance Officers in daily direction and responds to complaints from the public regarding parking enforcement.

RESPONSIBILITIES:

- Leads, schedules and trains Parking Compliance Officers.
- Prepares daily reports of activity, including number of immobilizing vehicles, number of uploads and downloads of ticket information on computer, and staff productivity.
- Issues citations for parking violations observed. Reports vehicles in tow-away zones and reports traffic accidents, hazards and emergencies.
- Reports damaged or malfunctioning meters and traffic signals for repair services. Reports missing traffic signs.
- Assists citizens with directions and other needed information/help.
- Verifies outstanding citations, and installs boot using assigned tools to immobilize vehicles.
- Testifies in Municipal Court hearings to provide case-related information.
- May collect meter revenue and repair parking meters as needed.
- May assist in the interviewing and selection of new officers.
- Performs other duties as needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving.

EXPERIENCE:

Two years as a Parking Compliance Officer or related experience with public contact are required.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine exposures to significant levels of heat, cold, moisture and air pollution. The position may involve periodic exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Parking Compliance Officer
Parking Compliance Leader

Effective Date: October 1998

Revised Date: October 1, 2014