



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 652.6

Job Title: **PARKING COMPLIANCE OFFICER**

Pay Grade: 10

GENERAL SUMMARY:

Enforces the City Parking Ordinance by patrolling, providing parking advice, assistance and information to resolve issues. Issues citations and immobilizes vehicles according to Divisional policies and procedures.

RESPONSIBILITIES:

- Assists citizens with directions and other needed information/help.
- Issues citations for parking violations observed within assigned route. Reports vehicles in tow-away zones and reports traffic accidents, hazards and emergencies.
- Checks parked vehicles using the hand-held computer for unresolved parking violations. "Boots" eligible vehicles.
- Reports damaged or malfunctioning meters and traffic signals for repair services. Reports missing traffic signs.
- Testifies in Municipal Court as requested.
- May be assigned as an alternate to collect revenue from parking meters and repair meters as needed.
- Performs other duties as assigned.

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:

One year of customer service experience with public contact, such as hospitality, retail, or general office duties, is required. Previous Parking or Law Enforcement/Compliance experience is preferred.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

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 vehicle immobilizers 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