

Job post summary

Pay: \$19.50 - \$21.50 per hour

Job description: Parking Compliance Officer (PCO)

Basic Function: Utilizing a quality customer service orientation this position will be responsible for the monitoring of designated streets, lots, and garages to ensure compliance with parking policies.

Essential Duties and Responsibilities:

- Reports to work on time for their designated shift and fully dressed out in the appropriate uniform for that day (dependent on the weather) before clocking in.
- Provide elite customer service by answering questions regarding directions, events, building locations and parking policies.
- This position requires the ability to work alone and therefore must exercise proper judgment, tact and diplomacy in dealing with people and situations that may arise.
- Patrols streets, lots and neighborhoods on foot and/or by vehicle.
- Identifies, issues citations and warnings for non-compliance of parking policies with a handheld computer (pursuant to Tempe City Codes and ARS) such as vehicles in ADA spaces without proper plates or placards, non-payment of lots and on public streets, white stripes violations, commercial loading curb violations, fire lanes, parking against the flow of traffic and so forth.
- May initiate procedure for having vehicles towed for events, closed streets or abandon vehicles from private property lots/garages.
- Help shut down streets to vehicle traffic for events and towing remaining vehicles.
- Checks pay stations for proper functioning before issuing a meter citation and reports broken, vandalized or missing meters to the meter tech on duty.
- Sign city streets, bag pay stations and meter poles/light poles for upcoming events, bus parking, construction, street closure and any other event that would require blocking off spaces.
- Attend scheduled hearings in court as requested or required.
- Maintains accurate records manually and/or through automated methods.
- May work various shifts, hours, events, weekends and holidays.
- Work cooperatively with the City of Tempe Police Department and City Court.

- Respond to customer assist calls regarding pay station/parking concerns and other motorist needs (change a tire/jump dead battery).
- Resolves customer complaints independently or with the aid of a supervisor.
- Maintains cleanliness and organization of vehicles, ticket writing computers, and office work area.
- Conducts timely checks to see if a proper inventory of necessary work aids and supplies is available.
- Prep court cases for upcoming cases by gathering the necessary evidence to help support why you issued a parking citation.
- Any other duties that may be required or assigned by the supervisor.

Qualification Requirements: To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A high school diploma or GED equivalent is required. At least one year's worth of work experience and six months operating a personal computer.
- Familiarity with computers and more specifically Microsoft Office products including Outlook, Word and Excel.
- Must successfully complete a background check.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Must have the ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present in one-on-one and small group situations to the court, customers, clients, supervisors and other employees of the organization.
- Must possess a valid US driver's license and a clear DMV report.
- Ability to use sound judgment and common sense to follow detailed, standard written and verbal instructions.
- Ability to remain professional, calm, courteous, and tactful when interacting with members of the public, including individuals who may be upset or challenging.
- Ability to exercise initiative and sound judgment and to react with discretion under varying conditions. Ability to communicate effectively both written and verbally. Ability to establish and maintain effective and appropriate relationships with the public, DTA employees, City of Tempe departments and other agencies.
- Must be available to work 1st shifts, 2nd shifts, 3rd shifts, weekdays, weekends and holidays.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. These demands are as follows:

- Must be able to walk or stand for long periods of time.
- Must be able to withstand working for long periods of time outside in varying elements of seasonal and extreme weather conditions.
- Must be able to freely lift up to 40 pounds frequently.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education:

- High school or equivalent (Required)

License:

- Driver's License (Required)

Work Location:

- Multiple locations

Work Remotely:

- No

Job Types: Full-time

Starting Pay From: \$19.50-\$21.50/hour based on experience

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Referral program
- Vision insurance

Schedule:

- 4x10-hour shifts
- Working: Friday (1200-2230), Saturday (1000-2030), Sunday (0800-1830) & Monday (0700-1730)
- Days-off: Tuesday, Wednesday, & Thursdays

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Referral program
- Vision insurance

Compensation Package:

- Hourly pay

Physical Setting:

- Outdoor work

Schedule:

- 10-hour shift

Work Location:

- In person