

STREET VENDOR MONITOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible field inspection, enforcement, and monitoring work relating to the activities of street vendors, merchants, late night vendors, and sidewalk cafes using the sidewalks on and off the Capitol Square, Mall-Concourse (State Street), and other specified vendor locations such as Langdon Street and Camp Randall. The work involves making on-site observations and field inspections, interacting and communicating with the public and vendors, following up on complaints, documenting violations, issuing citations and performing other enforcement activities, and maintaining necessary records. Work is performed under the oversight of the Street Vending Coordinator and the supervision of the Principal Planner in the Office of Business Resources.

Examples of Duties and Responsibilities:

Make on-site observations, monitor activities of street vendors, examine licenses for validity, ensure compliance with Ordinance 9.13 and the accompanying regulations, and follow up on complaints from the public. Document incorrect vendor activity with photographs, by preparing factual verbal and written reports on what occurred, and by issuing citations for enforcement action. Testify in court as required.

Talk to vendors and merchants. Troubleshoot immediate vendor needs, such as electrical malfunctions, construction obstructions, or other technical malfunctions. Explain the ordinances and regulations, educate and re-educate vendors and merchants on appropriate activities and procedures. Deal with persons of varying cultural and ethnic backgrounds and determine the best way to communicate critical information.

Assist the Street Vending Coordinator in the performance of communication, clerical, and manual tasks, including relaying information by telephone, email, or in-person; preparing mailings; delineating vendor site area markings; etc.

Perform clerical responsibilities, including filing and general office work.

Perform related work as assigned.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Basic familiarity with the practices of street vending in Madison. Knowledge of the principles, practices, and terminology applicable to enforcing the City's vending ordinances and regulations. Knowledge of computers and their operation. Ability to become thoroughly familiar with the City street vending ordinances and regulations and to describe and explain them to others. Ability to establish and maintain appropriate relationships with street vendors, merchants, late night vendors, customers, enforcement personnel, staff of other City departments and committees, and the general public. Ability to communicate effectively and deal with difficult people and

situations in an effective and efficient manner. Ability to deal with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to observe events and factually report and record them. Ability to maintain confidentiality of information. Ability to communicate effectively, both orally and in writing. Ability to use email to communicate with supervisor and other parties as required. Ability to work independently and make good judgements. Ability to perform clerical functions including filing, assisting with mailings, and assisting with the application and food cart review processes. Ability to work varied schedules, including nights and weekends. Ability to maintain adequate attendance.

Training and Experience:

One year of general experience in code or other types of regulation enforcement, including and/or supplemented by military or public service, lifeguarding, security guard work, and/or customer relations experience. Such experience would normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Necessary Special Qualifications:

Ability to meet the mobility and transportation requirements of the position.

Physical Requirements:

This position requires a high percentage of work outdoors in all types of weather at various times of day and night while walking and standing. In addition, the incumbent will be expected to physically visit the sites where street vending occurs.

Department/Division	Comp. Group	Range
Planning/Office of Business Resources	16	09

Approved:

Brad Wirtz
Human Resources Director

Date