

PARKING ENFORCEMENT FIELD SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and administrative work in the development and implementation of the Police Department's multi-shift Parking Enforcement program. As the Field Supervisor, this employee will regularly be accessible in the field to engage Parking Enforcement Officers, to facilitate communication and respond to any questions or concerns. Work requires the ability to clarify policies, procedures and address current issues within the department or community. The Field Supervisor will seek input to obtain and understand any issues or needs of the PEO or community, and assist in problem solving and/or developing other approaches to improve identified issues, goals or job expectations. The Field Supervisor will participate in and/or recommend the development of related policies, procedures, and systems; and perform related administrative tasks. This position will also be responsible for investigating minor citizen complaints and enforcement of policy, and reporting outcomes and findings. Work is performed within established guidelines and under the general supervision of the Parking Enforcement Supervisor.

Examples of Duties and Responsibilities:

Direct and supervise the work of employees engaged in diverse parking enforcement activities requiring technical knowledge of City Parking Ordinances. Assist with hiring, training, evaluating, counseling, and assigning permanent full-time Parking Enforcement Officers and hourly Alternate Side Parking Enforcement Officers. Participate with the coordination of regular beat picks for all Parking Enforcement Officers, including providing input on staffing levels, routes, and shifts. Provide direct leadership for Parking Enforcement staff including redeploying resources to increase effectiveness of operations; resolving parking concerns/questions for PEO's; assuring quality of service is maintained. Assist with the development and training for Parking Enforcement personnel relative to City of Madison Parking Ordinances, operating procedures, administrative requirements, radio use, and other related activities.

Respond to issues, concerns and citizen complaints related to Parking Enforcement. Assist with the ticket review process for contested tickets; review circumstances surrounding the issuance of contested tickets, including coordinating reviews of areas in question, drafting letters to affected parties, and other communications regarding available options. Participate in the coordination and recommendation of signage changes or raise signage issues with Traffic Engineering and/or the Parking Utility to address concerns.

Assist with the coordination of special parking programs for the City. Assist with hiring, training, and scheduling of Alternate Side Parking Program. Serve as first line supervisor for the hourly Alternate Side Lead Workers (November – March). This will include adjusting work hours to participate in initial orientation, training and related start up responsibilities. Assist with the coordination of snow emergencies, including scheduling overtime, organizing towing plan, contact City's towing contractor and working with Streets Dept. Participation in the Disabled Parking Enforcement Assistance Council, including attending meetings and maintaining a database of infraction reports. Assist with coordinating parking restriction plans for special events, i.e., UW Football and other events.

Assist with the maintenance of Parking Enforcement vehicles and equipment. Maintain inventory of Parking Enforcement vehicles. Manage, maintain, record and download Autocite and AutoChalk systems. Assist with the research, development, and implementation of new technologies and equipment for improvement of enforcement systems. Work with Parking Utility and other departments/divisions on new equipment that affects the Parking Enforcement Program.

Perform other work relative to the City's Parking Enforcement Program. Develop informational materials for the Parking Enforcement program, such as brochures, leaflets, etc. Review related reports for accuracy and identify any trends or problems that may affect Parking Enforcement activities. Attend various meetings as needed involving both department and community issues. Assist in the development and recommendation of policies and procedures for Parking Enforcement activities.

Perform related work as required.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Thorough knowledge of all related parking regulations, ordinances, statutes, and restrictions, and enforcement policies, procedures, and practices. Working knowledge of geography of the city. Working knowledge of supervisory practices, policies and procedures. Working knowledge of computer software applicable to the duties of the position. Ability to provide leadership to parking enforcement personnel; hire, train, assign, respond to enforcement issues, evaluate work performance, and otherwise perform the full range of first-line supervisory responsibilities. Ability to prepare related administrative reports, and to assist in unit management. Ability to provide necessary coordination between supervisors and enforcement staff. Ability to utilize computers in retrieving related programmatic information. Ability to interpret ordinances, statutes, and regulations. Ability to exercise discretion in applying rules, policies, and procedures. Ability to communicate/explain ordinances, regulations, statutes, and enforcement policies to offenders and the public, and formally respond to complaints. Ability to maintain accurate records and to prepare routine reports. Ability to direct special parking

enforcement programs. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to hear and speak clearly while operating a two-way radio. Ability to maintain adequate attendance.

Training and Experience:

Two years of responsible parking enforcement experience comparable to that gained as a Parking Enforcement Officer with the City of Madison. Such experience would normally be gained following graduation from high school. 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:

Possession of a valid Wisconsin driver's license.

Physical Requirements:

This position requires a high percentage of work outdoors in all types of weather at various times of day and night while driving, walking, standing, and performing repetitive arm movements when marking vehicles. Incumbents will be required to frequently get in and out of vehicles. In addition, incumbents may be required to walk extended distances, up to 10 miles on a given shift, in all types of weather, when enforcing parking. Occasionally, incumbents may be expected to carry materials weighing up to 20 pounds and may have to bend, lift, reach, and pound signs as necessary.

Department/Division	Comp. Group	Range
Police Department	18	05

Approved: _____
 Brad Wirtz
 Human Resources Director
 _____ Date