

TRAVERSE CITY DOWNTOWN DEVELOPMENT AUTHORITY

Job Description

Parking Specialist

Supervised By: Parking Operations Supervisor, Parking Support Specialist
Supervises: None
Job Type: Part-time Hourly

General Summary:

Under the supervision of the Parking Support Specialist, or the Parking Operations Supervisor, provide a variety of clerical and event support services for Traverse City Parking Services (TCPS). The Office Clerk is the first contact person to customers visiting or calling the TCPS office. Assignments may include, but not limited to: data entry, record maintenance, special events, and customer service.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Work involves responsibility for calculating fees and collecting money in addition to cleaning and maintaining parking area. Work is performed independently, but is reviewed frequently.
2. Admits cars to parking areas; directs drivers to proper parking spaces.
3. Operates fee computer to compute elapsed time and collect parking fees, stamp parking tickets, and accurately make change.
4. Counts money collected and tickets issued daily; prepares daily report sheets of monies collected from parking.
5. Inspects gates, doors, lights and parking equipment for proper operation; cleans restroom facilities and restocks supplies as needed.
6. Shovels or spreads sand on parking aprons and walkways as required in the winter.
7. Work involves responsibility for calculating fees and collecting money. Work includes receiving various payments for parking tickets, meter bags, permits and hourly parking. Work includes balancing the drawer at the end of shift, counting and validating deposits. Work involves handling cash, checks, credit cards and debit cards, invoicing and performing other clerical duties.
8. Answers customers' inquiries and complaints or refers to proper person.
9. Troubleshoot parking equipment when customers contact the office by phone, email or in-person with questions and issues. Perform preventative maintenance and minor repairs on parking equipment as needed.
10. Provide direct clerical support service for Traverse City Parking Services.
11. Have the ability to be personable and pleasant to a variety of individuals on the phone, visiting the office, and accepting payments for parking services.

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12. Ability to operate general office equipment such as a multi-line telephone system, intercoms, copy/fax machine, and Windows operating system computers with MS Office products.
13. Ability to process payments from customers for hourly transient parking fees, parking permit sales, downtown gift certificate sales, meter bagging fees, and payments made to the Parking Violations Bureau for parking tickets.
14. Responsible for processing and data entry for parking permit sales.
15. Must be self-motivated, prioritize work items, and have the capability to work alone for extended periods (up to 9hrs.) without direct supervision.
16. Answer questions related to contested citations and place citations on appeal when needed.
17. Assists Parking Support Specialist in reviewing and preparing citation notices.
18. Enter meter bag requests in accordance to meter bag policy.
19. Assist customers with website payments and account information.
20. Ability to accept cash payments handling during special events and direct traffic.
21. Perform other functions and/or tasks as directed by TCPS Administration and/or DDA Administration.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Knowledge of both the city ordinances and state statutes governing parking citations.
2. Knowledge of record-keeping, file maintenance, and modern office practices.
3. Knowledge and adherence of DDA, City and Parking Services policies and procedures.
4. Knowledge of parking facility procedures.
5. Knowledge of the geography of the City and of important points of interest and reference.
6. Ability to communicate effectively, both orally and in writing; and to follow oral and written instructions.
7. Ability to establish and maintain effective working relationships with other employees and the public.
8. Considerable knowledge of computer applications in a support office.
9. Ability to count money and make correct change.
10. Ability to work out-of-doors in adverse weather conditions.
11. High School diploma or equivalent.
12. Skill in the operation of a computer and its software components, calculator, copier and other standard office equipment.
13. Knowledgeable of standard office practices and procedures.
14. Ability to hear and speak clearly.
15. Must be able to see and read information.
16. Must have clear and legible handwriting.
17. Must be able to comprehend processes and solve problems independently.

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18. Must be able to recall repetitive information.
19. Must be suited to a fast paced work environment and keep a pleasant and professional attitude.
20. Ability to understand and follow complex oral and written instructions as well as possess the capability to carry them out independently.
21. Must be open to irregular work hours including early mornings, nights and weekends. Summer availability between Memorial Day and Labor Day is required.
22. Must possess and maintain a valid driver's license.
23. Must be able to pass a background check performed by the Traverse City Police.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee must frequently lift and/or move medium weight items. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Employee must have the capability to stand and work from standing, bending and twisting position for durations of up to 8 hours. Occasionally, the employee will be asked to perform the duties of this job outside in environmental conditions.

Tools and Technology

Must be proficient with personal computers including Microsoft Office. Will be expected to become familiarized with a variety of parking control equipment.