

TRAVERSE CITY DOWNTOWN DEVELOPMENT AUTHORITY

Job Description

FULL TIME PARKING AMBASSADOR

Supervised By: Parking Director or Parking Operations Supervisor
Supervises: None
Job Type: Full Time, Hourly Enforcement/Maintenance

General Summary:

Direct supervision of daily activities and tasks received from the Director, Supervisor or other designee of the Traverse City Parking Services department. As a deputized employee, patrols assigned areas of the City enforcing parking meter and restricted parking ordinances, issuing tickets for violations. Collects revenues from meters, paid violations from fine boxes, and testifies in court as necessary. Responsible for providing maintenance to parking meters, associated structures, equipment, and knowledge of tools used in job.

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. Assists citizens supplying directions, providing tourists information, aiding motorists in emergencies, and creating good public relations.
2. Must be able to meet adversarial and/or irate customers and to be responsive to complaints in a courteous, controlled, professional manner. (Typical daily customer encounters: 5-8)
3. Operate a City vehicle and performs routine daily maintenance and cleaning of assigned vehicle, checking and replenishing gas and oil, noting any further maintenance and repairs necessary.
4. Operates a mobile application on a smart phone to issue citations or a handwritten ticket book.
5. Patrol assigned areas of the City issuing tickets for expired parking meters and enforcing all other parking ordinance violations, as well as permit enforcement.
6. Perform occupancy stall counts.
7. Boot vehicles with outstanding tickets per ordinance.
8. Repair single space and multi-space meters as needed.
9. Prepares reports on daily activities for departmental records.
10. Reports all damaged or malfunctioning parking meters and sign posts and is involved in the replacement and repair as needed.
11. May testify in court during parking violation proceedings.
12. Other duties will be assigned as needed for traffic control assistance during emergencies or for special events.
13. Other assigned tasks as directed by the Parking Administrator or Deputy Parking Administrator.
14. Typical work week is 40 hrs. Monday – Saturday

15. Morning shifts to late afternoons and/or early evenings. Any shift may occur between 7:00am and 7:00pm.
16. Weekend availability is a requirement for this position.

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.

High School diploma or GED.

Recommended additional applicable related course work or experience as necessary to maintain ability and skills.

Skill in the operation of a computer, calculator, copier and other standard office equipment.

Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public, community leaders, and other employees.

Ability to understand and follow complex oral and written instructions, and carry them out independently.

Ability to critically assess situations and solve problems, maintains confidentiality, and work effectively under stress, and changes in work priorities.

Must be open to irregular work hours including early mornings, nights and weekends.

Must possess and maintain a valid driver's license.

Must be able to be bonded by the City of Traverse City's bonding company.

Must be able to lift and/or carry up to 50 pound bags, boxes and/or maintenance related tools

Lifting and carrying may occur for several minutes at a time with distances up to 500 ft.

Must be capable of free range body movements i.e. bending/twisting/reaching

Must be able to walk and/or stand a minimum of 6-8 hours per day.

Must be able to perform mechanical corrections to meters.

Must be neat and clean in appearance.

Must be able to comprehend all City Parking Ordinances and explain their application, as needed.

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. Other physical demands may be found in other sections of this job description. 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.

Parking Ambassadors often walk up to ten miles per shift.

While performing the duties of this job, the employee often works in the outdoor elements.

Tools and Technology

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