

TRAVERSE CITY DOWNTOWN DEVELOPMENT AUTHORITY

Job Description

Parking Support Specialist

Supervised By: Parking Operations Supervisor
Provides Support to: Part-Time Parking Specialists
Job Type: Full-time Hourly and Part-time Hourly

Operations Overview:

Under the supervision of the Transportation Mobility Director and the Parking Operations Supervisor, provide a variety of clerical support services for Traverse City Parking Services (TCPS). This includes accountability of parking revenues from various transaction sources, knowledge of parking programs and policies, utilization of various computer systems used to operate and maintain parking system management equipment. Individual serves as first contact for all customer inquiries on the phone or in person regarding concerns/complaints and/or service questions. This position requires excellent customer service skills, the ability to effectively multi-task, and the capability to work comfortably with general financial operations.

General Job Functions:

An employee in this position may be called upon to do any or all of the following general 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 general function satisfactorily.

1. Work includes resolving various complex parking problems and policies. Work includes monitoring parking violations to ensure conformance to established procedures. Work involves responding to correspondence requesting various information on parking related matters. Work performed is reviewed through reports, adherence to established procedures and analysis of results obtained.
2. Receives monies over the counter in payment of parking fines, parking permits, meter bags, hourly transient fees, event passes, and immobilization payments. Balances the cash drawer on a daily basis; notes and corrects errors in balance totals; determines whether or not the proper account has been posted with the payment; and enters data into the computer.
3. Answers customers' inquiries and complaints or refers to proper person.
4. May assist with the collection revenue from parking meters, pay stations or pay-in-lanes and participates in sorting, counting, and bagging of coins and cash. May reconciles credit card settlements.
5. 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.
6. Provides direct clerical operational support service for TCPS.
7. May assist with preparing daily deposit from previous day's revenue (garage hourly admissions, permit sales, citation revenue, on-street coin, multi space pay station, all credit card payments) and deliver to City Treasury office for verification of funds.

Parking Support Specialist

Job Description

Revised October 2020

8. Effectively use the Parking Violations Bureau parking ticket tracking software, T2 Systems, to answer variety of inquires pertaining to customer parking accounts.
9. Process parking violation payments and understand the reports generated from these operations.
10. Enters data relating to vehicle license plate information from the State of Michigan Secretary of State vehicle records.
11. Manage and update customer account information within all systems used in the parking system for billing, violation notifications, permit correspondence, etc.
12. Interpret officer written parking tickets and enter information into the T2 System database.
13. Assist in administering the first level of the appeals process for customers.
14. Responsible for processing and data entry for parking permit sales, bike lockers, Incochee Woods, special events, and parking programs.
15. Effectively use software designed to track and monitor vehicle parking and access as well as revenue control.
16. Will routinely be asked to assist with minor maintenance within the facility.
17. Perform other functions and/or tasks as directed by TCPS Administration and/or DDA Administration and comply with the DDA and parking policies and procedures.
18. May assist with preparing monthly invoicing for permit sales, meter bagging, parking deck validations and any other necessary accounts billable information.

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 includes managing the daily operations of the office, supervising staff, inventorying supplies, and preparing documents and reports.
2. Work involves training of temporary, seasonal, and part-time staff.
3. Trains personnel in correct telephone procedures and in how to answer customer parking inquiries.
4. Generate schedules to ensure that office and facilities are properly staffed to meet irregular and fluctuating parking demand. Monitor operations to determine adjustments to staff scheduling based upon occupancy, expected demand, and special events.
5. Make schedule adjustments for office employee absences.
6. Required to rotate on-call weekend schedule.
7. Works on tasks associated with the Parking Violations Bureau operations, deals with concerns arising from overdue parking violations; responds to correspondence dealing with parking matters, processes payments, assists with the preparation of notice letters for overdue parking citations.
8. Coordinates the work of Parking Specialist employees; sets work schedules; provides instruction and training in new and modified procedures; assigns work as necessary.

Parking Support Specialist

Job Description

Revised October 2020

9. Oversees day-to-day office administration, and analyzes and recommends or implements non-routine solutions.
10. Prepares documents and reports of a unique or specialized nature; conducts research; prepares and edits various letters, posting notices, agreements and reports.
11. Verifies license plates of violators with historical citation information to determine if cars are on the immobilization list due to being a repeat offender, and approves immobilizations as required.
12. Gathering and analyzing supporting documentation and claims for review of verbal or written appeals of parking citations.
13. Ability to quickly learn and utilize the different types of computer operating systems that are used by Traverse City Parking Services which may include, but not limited to, the following: Financial transactions; Inquiry searches for customer records and financial data; Data entry for permits and parking tickets; Generate and interpret revenue reports; Provide data analysis reports as requested by the Director.

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 departmental financials procedures and practices. Knowledge of accounting principles and 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 perform effectively and diplomatically during stressful situations. Ability to remain calm in stressful situations. Skill in dealing with people. Ability to deal courtesy but firmly with the public in the enforcement of parking ordinances.
7. Ability to communicate effectively, both orally and in writing; and to follow oral and written instructions.
8. Ability to establish and maintain effective working relationships with other employees and the public.
9. Considerable knowledge of computer applications in a support office.
10. Ability to work out-of-doors in adverse weather conditions.
11. High School diploma or equivalent, with additional applicable related course work as necessary to maintain abilities and skill.
12. Skill in the operation of a computer and its software components, calculator, copier and other standard office equipment
13. Ability to use multi-line telephone system and manage multiple calls simultaneously.

Parking Support Specialist

Job Description

Revised October 2020

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, process, interpret and apply English written and verbal information, instructions, and directives to others, such as: operating computer software and electronic equipment.
18. Must be able to recall repetitive information and surrounding work in progress.
19. Must be suited to a fast paced work environment and keep a pleasant, professional manner.
20. Must be self-motivated and be able to prioritize work items as they occur. For example, vehicle-cash window versus the walk-up ticket or permit customer, and have the ability to work alone for extended periods (such as 5-10 hours) without direct supervision.
21. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public, community leaders, and other employees in a professional manner.
22. Ability to understand and follow complex oral and written instructions, and carry them out independently.
23. Ability to effectively and tactfully communicate and present ideas and ideas orally and in writing.
24. Ability to critically assess situations and solve problems, maintains confidentiality, and work effectively under stress, within deadlines, and changes in work priorities.
25. Must be open to irregular work hours including early mornings, nights and weekends. Summer availability between Memorial Day and Labor Day is required.
26. Must possess and maintain a valid driver's license.

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

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.