

**City of San José**  
**CLASS SPECIFICATION**

**Title: Parking & Traffic Control Officer FT/PT (2451/2452)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Transportation	Varies	Non-exempt

**CLASS SUMMARY**

Under general supervision, patrols City-wide streets, parking facilities and other off-street locations to enforce San Jose Municipal Codes and California Vehicle Codes; areas of assignment include, but are not limited to, Downtown, City owned and/or operated surface lots and garages, commercial, business, schools, and residential areas by beat assignment. Investigates citizen parking complaints, observes and reports unauthorized activities, hazards, and other conditions or emergencies. Performs Traffic Control for City-wide special events. Issues citations and implements towing for violations. Performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

This is the first level class in the three-level Parking & Traffic Control Officer classification series responsible for enforcing on-street public parking regulation including San Jose Municipal and California Vehicle parking codes and regulations. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Senior Parking Enforcement & Traffic Control Officer level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

The Parking and & Traffic Control Officer is distinguished from the Senior Parking and & Traffic Control Officer in that the latter class has lead responsibility and performs work of greater complexity and scope, such as developing and leading the work of field staff, and traffic control implementation, administrative tasks and training.

Depending on the work group, assignment will be made to any shift needed for an around-the-clock operation. Incumbents must be available for work on Saturdays, Sundays, and holidays.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications**

**Education and Experience**

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year of experience in employment requiring independent decision-making and considerable contact with the general public.

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession of a valid State of California driver's license.
- Successfully pass a formal San Jose Police Department Background Investigation.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**City of San José**  
**CLASS SPECIFICATION**

**Title: Parking & Traffic Control Officer FT/PT (2451/2452)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills – Experienced with common business computer applications but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

<b>DUTY NO.</b>	<b><u>TYPICAL CLASS ESSENTIAL DUTIES</u> :( These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Patrols City-wide streets, parking facilities, and other off-street locations to enforce San Jose Municipal Codes and California Vehicle Codes; issues citations for parking violations in accordance with City policy.	Daily/Several Times
2.	Explains parking and traffic regulations to the public. Provides information in response to questions about citations, towed vehicles, route of travel, points of interest, directions, and related matters to the public. Provides contacts in other City agencies.	Daily/Several Times
3.	Performs duties in the City-wide public street Vehicle Abatement program; issues citations for violations such as expired vehicle registration and storage on street. Places identifying marks on parked vehicles, or records identifying information, and/or checks for these data/marks to identify vehicles that are parked beyond the legal posted time limit.	Daily/Several Times

**City of San José**  
**CLASS SPECIFICATION**

**Title: Parking & Traffic Control Officer FT/PT (2451/2452)**

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES</b> :( These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	<b>FREQUENCY*</b>
4.	Issues warnings, as appropriate and orders towing of vehicles for certain parking violations, abandoned/unused vehicles, and for construction, street repair, tree-trimming, or other projects; completes necessary records and vehicle inventory forms for all vehicles towed and notifies Police Department Auto Desk.	Daily/Several Times
5.	Observes, inspects and reports conditions such as hazards, traffic obstructions, accidents, stolen cars, property damage, needed repairs to property or equipment (parking meters, etc.), vandalism, and any unauthorized activities or emergency situations.	Daily/Several Times
6.	Answers a wide variety of questions from the public and responds to complaints regarding abandoned vehicles, parking and related traffic laws, location of public buildings, parks and points of interest, bus lines, other general directions, etc.	Daily/Several Times
7.	Uses radio or other devices to communicate with relevant City departments in the performance of assigned work to relay status or information, and to receive feedback or direction on course of action.	Daily/Several Times
8.	Prepares and maintains required records and documentation such as reports of incidents, daily logs describing activities during the time of duty, and detailed reports documenting workload eligible for Abandoned Vehicle Service Authority funding.	Daily/Several Times
9.	Practices safety procedures and educates the public of City-wide parking restrictions.	Daily/Several Times
10.	Responds to service requests for illegally parked vehicles.	Daily/Several Times
11.	Operates motor vehicles as assigned.	Daily/Several Times
12.	May operates mobile data computers, tablets, automated handheld, ticket-writers and printers, and cellular devices.	Daily/Several Times
13.	Marks meters for maintenance, and notifies meter shop.	Daily
14.	Sets up traffic barricades for events with traffic control.	Weekly
15.	Assists in surveys of parking facilities and performs on-street parking studies of occupancy and location.	Intermittent
16.	Directs vehicular and pedestrian traffic.	Intermittent for special events/Daily during school year
17.	Performs other related work as required.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

**City of San José**  
**CLASS SPECIFICATION**

**Title: Parking & Traffic Control Officer FT/PT (2451/2452)**

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person and over the telephone or radio;
- Maintain professional demeanor during interactions with staff, customers and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Maintain strength, stamina, and mobility to perform medium to heavy physical work;
- Lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Identify problems or hazards, work in confined spaces and around machines, and climb/descend ladders;
- Operate a motor vehicle and visit various City sites;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances, fumes, dust, and air contaminants.

**CLASSIFICATION HISTORY CLASSIFICATION HISTORY** *Created 10/79 (Formerly Parking Control Checker), Rev. 8/05 (Formerly Parking Control Officer), Rev. 06/17; s003*