



Parking Enforcement Officer I (~~Full-Time~~)

JOB DESCRIPTION AND SPECIFICATIONS

Department: Finance <u>Human Resources & Finance</u>	Division: Parking Enforcement <u>Finance</u>
Work Location: Urbana City Building <u>Hall</u>	Percent Time: 100% <u>(1.0 FTE)</u>
Job Type: Regular, Civil Service	FLSA Status: Non-Exempt
Reports To: <u>Customer Service and Parking Enforcement Officer</u> Administrative Services Manager <u>Supervisor</u>	Union: AFSCME

JOB SUMMARY

Performs non-sworn entry-level parking enforcement work, enforcing vehicle registration laws and parking regulation violations. Patrols assigned areas, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. Monitors parking meters and parking regulation signage, reporting any inoperative meters or sign damage observed. Provides information to the public concerning parking regulations, building locations, directions, and other requested information. The successful candidate will become increasingly knowledgeable of state and city laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

ESSENTIAL FUNCTIONS

- Patrols an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issues warnings and citations for illegally parked vehicles using handheld ~~computer device.~~
- Maintains close communications with other parking enforcement officers, ~~and~~ finance customer service staff, police and public works department staff, ~~and other city staff,~~ using two-way radios.
- Electronically m Marks tires of parked vehicles ~~with chalk~~ and record time of marking and return at regular intervals to ensure that parking time limits are not exceeded.
- Responds to emails and ~~make radio dispatch~~ calls regarding parking violations and complaints.
- Assists with training new or temporary staff.
- Identifies vehicles in violation of parking codes, checking with Customer Service and Parking Enforcement Office Supervisor ~~Parking Administrator~~ when necessary to determine whether vehicles need to be ticketed or towed.

- Observes and reports to Public Works parking meters ~~to Public Works~~ that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.
- Maintains assigned equipment and supplies such as electronic devices, handheld citation computers, ~~citation books, rain gear, tire marking chalk, boots for vehicles, car keys~~, -etc.
- ~~When approached,~~ Provides customer service by responding to the public's ~~answers the public's~~ questions regarding parking regulations, parking meter payment options, -and parking lot locations.
- Makes arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
- Places boots on vehicles.
- ~~May be asked to a~~ssists Finance personnel with data entry of various reports related to Parking Enforcement.
- Performs other related duties as assigned.

JOB REQUIREMENTS

EDUCATION & EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of a high school diploma or GED equivalent.
- Demonstrated experience involving a high level of public contact/interactions. Prior enforcement experience is preferred.

Knowledge of

- ~~Knowledge typically acquired through the completion of high school or a G.E.D.~~
- Principles and processes for providing outstanding customer service.
- Relevant City and department policies, procedures, rules, regulations, and ordinances, or the ability to learn.
- Local geography ~~(or the ability to learn).~~

Skills

- Basic computer skills and ability to learn how to manipulate files in Microsoft Word and Excel.
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to:

- Manage own time while performing duties.

- Represent ~~the Urbana Parking Division and~~ the City of Urbana in a professional and courteous manner while performing parking enforcement duties.
- See parking related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.
- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license and safe driving record.
- Work as scheduled.
- Be aware ofMaintain awareness and understanding of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.
- Exercise sound judgment in the performance of duties, responding to issues and/or escalating issues as appropriate.
- Maintain assigned vehicle, uniform and supplies.
- Install and remove vehicle immobilization devices as needed.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment and have a safe driving record.

SECURITY LEVEL

- Level MVR: essential functions require frequent use of City vehicles
- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive and/or access to and responsibility for information related to the City's finances.
- Level MED: medical exams and/or toxicology screens.
-

COMPETENCIES

- **Attention to Detail**—Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.
- **Judgment**—Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
- **Reliability**—Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
- **Communication**—Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their

opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

- **Initiative:** Identifying what needs to be done and doing it before being asked or before the situation requires it.
- **Service Orientation:** acts professionally and calmly at all times when interacting with others; consistently demonstrates concern and courtesy towards colleagues and customers; treats all people respectfully; takes personal responsibility for correcting problems; follows up with individuals to ensure satisfaction with the level of service they have received.
- **Managing Conflict**–Takes positive action, using appropriate interpersonal styles and methods, to reduce tension or conflict between two or more people. Effectively handles antagonistic situations using objectivity and avoiding personal attacks.
- **Stress Management** – Able to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.
- **Commitment to Safety**–Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with Department and City safety policies and procedures; completes all required training; takes personal responsibility for safety.

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City Departments.

SPECIAL EFFORT REQUIRED:

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.

WORK ENVIRONMENT

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.
- Work involves lifting up to ~~45~~ 20 lbs.
- Depending on which shift ~~you are~~ assigned ~~to~~, ~~you~~ may be required to work on Saturdays.

Physical Requirements:

- This job requires walking or standing on wet, ice or snow-covered concrete, asphalt or other hard, and/or uneven surfaces for up to an entire work shift outdoors in extreme weather conditions; conditions; bending, stretching, reaching, pulling, carrying, lifting objects up to 20 pounds, stooping, seeing clearly with or without corrective lenses, hearing, talking, and driving.

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

SPECIAL EFFORT REQUIRED:

- ~~When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.~~
- ~~When patrolling on foot, employee will be continually walking throughout most of shift.~~
- ~~Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.~~
- ~~Must be able to pass a background check.~~

Class Specification History

General (non-substantial) changes: 7/24/2015

[General revisions: April XX, 2025](#)

General (non-substantial) changes: 6/26/2015

Approved by the Urbana Civil Service Commission: 11/2011

For HR/Finance Use

Title Code 047	Pay Grade 15-AFSCME
EEO Category 8- Service	



Parking Enforcement Officer I

JOB DESCRIPTION AND SPECIFICATIONS

Department: Human Resources & Finance	Division: Finance
Work Location: Urbana City Hall	Percent Time: 100% (1.0 FTE)
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Customer Service and Parking Enforcement Supervisor	Union: AFSCME

JOB SUMMARY

Performs non-sworn entry-level parking enforcement work, enforcing vehicle registration laws and parking regulation violations. Patrols assigned areas, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. Monitors parking meters and parking regulation signage, reporting any inoperative meters or sign damage observed. Provides information to the public concerning parking regulations, building locations, directions, and other requested information. The successful candidate will become increasingly knowledgeable of state and city laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

ESSENTIAL FUNCTIONS

- Patrols an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issues warnings and citations for illegally parked vehicles using handheld device.
- Maintains close communications with other parking enforcement officers, finance customer service staff, public works department staff, and other city staff.
- Electronically marks tires of parked vehicles and record time of marking and return at regular intervals to ensure that parking time limits are not exceeded.
- Responds to emails and calls regarding parking violations and complaints.
- Assists with training new or temporary staff.
- Identifies vehicles in violation of parking codes, checking with Customer Service and Parking Enforcement Office Supervisor when necessary to determine whether vehicles need to be ticketed or towed.
- Observes and reports to Public Works parking meters that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.

- Maintains assigned equipment and supplies such as electronic devices, handheld citation computers, boots for vehicles, car keys, etc.
- Provides customer service by responding to the public's questions regarding parking regulations, parking meter payment options, and parking lot locations.
- Makes arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
- Places boots on vehicles.
- Assists Finance personnel with data entry of various reports related to Parking Enforcement.
- Performs other related duties as assigned.

JOB REQUIREMENTS

EDUCATION & EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of a high school (twelfth grade) education, GED, or equivalent.
- Demonstrated experience involving a high level of public contact/interactions. Prior enforcement experience is preferred.

Knowledge of

- Principles and processes for providing outstanding customer service.
- Relevant City and department policies, procedures, rules, regulations, and ordinances, or the ability to learn..
- Local geography.

Skills

- Basic computer skills and ability to learn how to manipulate files in Microsoft Word and Excel.
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to:

- Manage own time while performing duties.
- Represent the City of Urbana in a professional and courteous manner while performing assigned duties.
- See parking related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.

- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license and safe driving record.
- Work as scheduled.
- Maintain awareness and understanding of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.
- Exercise sound judgment in the performance of duties, responding to issues and/or escalating issues as appropriate.
- Maintain assigned vehicle, uniform and supplies.
- Install and remove vehicle immobilization devices as needed.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment and have a safe driving record.

SECURITY LEVEL

- Level MVR: essential functions require frequent use of City vehicles
- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive and/or access to and responsibility for information related to the City's finances.
- Level MED: medical exams and/or toxicology screens.

COMPETENCIES

- **Attention to Detail**—Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.
- **Judgment**—Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
- **Reliability**—Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
- **Communication**—Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
- **Initiative**: Identifying what needs to be done and doing it before being asked or before the situation requires it.

- **Service Orientation:** acts professionally and calmly at all times when interacting with others; consistently demonstrates concern and courtesy towards colleagues and customers; treats all people respectfully; takes personal responsibility for correcting problems; follows up with individuals to ensure satisfaction with the level of service they have received.
- **Managing Conflict**–Takes positive action, using appropriate interpersonal styles and methods, to reduce tension or conflict between two or more people. Effectively handles antagonistic situations using objectivity and avoiding personal attacks.
- **Stress Management** – Able to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.
- **Commitment to Safety**–Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with Department and City safety policies and procedures; completes all required training; takes personal responsibility for safety.

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City Departments.

SPECIAL EFFORT REQUIRED:

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.

WORK ENVIRONMENT

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.
- Work involves lifting up to 20 lbs.
- Depending on which shift assigned, may be required to work on Saturdays.

Physical Requirements:

- This job requires walking or standing on wet, ice or snow-covered concrete, asphalt or other hard, and/or uneven surfaces for up to an entire work shift outdoors in extreme weather conditions; bending, stretching, reaching, pulling, carrying, lifting objects up to 20 pounds, stooping, seeing clearly with or without corrective lenses, hearing, talking, and driving.

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

Class Specification History

General (non-substantial) changes: 7/24/2015

General revisions: April XX, 2025

General (non-substantial) changes: 6/26/2015

Approved by the Urbana Civil Service Commission: 11/2011

For HR/Finance Use

Title Code 047	Pay Grade 15-AFSCME
EEO Category 8- Service	



CITY OF URBANA
Human Resources Division

PARKING ENFORCEMENT OFFICER II

JOB DESCRIPTION

Division: ~~Parking Enforcement~~ [Finance](#)
Department: [Human Resources & Finance](#)
Reports To: Administrative Services ~~& Parking Enforcement Officer Supervisor~~ [Manager](#)
FLSA Status: Non-Exempt
Job Type : Full-Time; Civil Service; AFSCME
~~Job Category: Service/Maintenance~~

JOB SUMMARY

Patrols assigned area, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. The successful candidate will become increasingly knowledgeable of State and City laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

DISTINGUISHING CHARACTERISTICS

This class differs from the lower-level class in the skill level required and the sensitivity, complexity and accountability of assigned duties.

ESSENTIAL FUNCTIONS

- Patrol an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issue warnings and citations for illegally parked vehicles using handheld [computer device](#).
- Maintain close communications with other Parking Enforcement Officers and Finance [customer service staff](#), Police and Public Works department staff, ~~using two-way radios~~.
- ~~Electronically m~~Mark tires of parked vehicles ~~with chalk and~~ [by](#) record time of marking, and return at regular intervals to ensure that parking time limits are not exceeded.
- Respond to [emails or calls](#) ~~and make radio dispatch calls~~ regarding parking violations and complaints.
- Assist with training new or temporary staff.
- Identify vehicles in violation of parking codes, checking with manager when necessary to determine whether vehicles need to be ticketed or towed.
- Observe and report parking meters to Public Works that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.
- Maintain assigned equipment and supplies such as handheld citation computers, ~~rain gear, tire-~~ [marking chalk](#), etc.

- When approached, answer the public's questions regarding parking regulations and parking lot locations.
- Make arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
- Assists Finance Department staff with monthly meter audits.
- Assists Public Works Department with basic meter maintenance repairs as needed.
- Serves as a City liaison for the [Cash Key program](#) delivering permits to partner organizations, [schools](#), [etc.](#)
- Assists Public Works Department with meter collections as needed.
- Performs other related duties as assigned.

JOB REQUIREMENTS

GENERAL EDUCATION & EXPERIENCE

- ~~Graduation from high school or equivalent.~~ [Completion of a high school \(twelfth grade\) education, GED or equivalent.](#)
- ~~At least one (1) year of public contact experience.~~ [One \(1\) year of previous enforcement experience or at least eighteen \(18\) months of demonstrated experience involving a high level of public contact/interactions.](#)

SKILLS

- Excellent oral and written communication;
- Multi-tasking;
- ~~Customer service and~~ [Effective conflict resolution;](#) [skills](#)
- [Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.](#)
- [Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.](#)

KNOWLEDGE OF:

- [Principles and processes for providing outstanding customer service.](#)
- Basic computer skills and ability to learn how to manipulate files in [Microsoft](#) Word and Excel.
- Policies and procedures of the Parking Enforcement program.
- Practices and techniques for dealing with the public tactfully and firmly.
- City parking areas and geography.
- City parking and related ordinances.
- Basic meter operations and repairs.

ABILITY TO:

- Represent the Urbana Finance ~~Division~~ [department](#) and the City of Urbana in a professional and courteous manner while performing [parking enforcement](#) [assigned](#) duties.

- Maintain awareness and understanding of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.
- ~~Be aware of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.~~
- Manage own time while performing duties.
- Exercise initiative and sound judgment and to react with discretion under varying conditions and with diverse populations.
- See and observe parking-related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.
- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license and safe driving record.
- Work with frequent interruptions and changes in priorities.
- Establish and maintain effective communication and working relationships with city employees and the public.
- Move about for long periods in all weather conditions.
- Learn the City of Urbana's Code regarding parking ordinances and the Illinois Vehicle Code.
- Read and understand signs.
- Accurately complete administrative forms and reports in a timely fashion
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.

LICENSES AND CERTIFICATIONS REQUIRED:

- Must possess and maintain a valid State of Illinois driver's license.

OTHER:

- ~~Must be able to pass a background check.~~

RESPONSIBLE FOR:

- Safe operation of City vehicle when assigned for duties.
- Upkeep of vehicles when assigned for duties.
- Maintenance and accounting for all ticket writing electronics and tickets issued throughout each work day.
- Maintenance and care of issued uniforms and supplies.
- Accurate recording of identification numbers used in issuing notices of violation.
- Making arrangements for illegally parked or abandoned vehicles to be towed.
- May provide leadership, work assignments, ~~evaluation,~~ training, and guidance to others.

SECURITY LEVEL

- Level MVR: essential functions require frequent use of City vehicles

- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive and/or access to and responsibility for information related to the City's finances.
- Level MED: medical exams and/or toxicology screens.

COMPETENCIES

- **Attention to Detail**–Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.
- **Judgment**–Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
- **Reliability**–Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
- **Communication**–Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
- **Initiative:** Identifying what needs to be done and doing it before being asked or before the situation requires it.
- **Service Orientation:** acts professionally and calmly at all times when interacting with others; consistently demonstrates concern and courtesy towards colleagues and customers; treats all people respectfully; takes personal responsibility for correcting problems; follows up with individuals to ensure satisfaction with the level of service they have received.
- **Managing Conflict**–Takes positive action, using appropriate interpersonal styles and methods, to reduce tension or conflict between two or more people. Effectively handles antagonistic situations using objectivity and avoiding personal attacks.
- **Stress Management** – Able to keep functioning effectively when under pressure and maintain self- control in the face of hostility or provocation.
- **Commitment to Safety**–Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with Department and City safety policies and procedures; completes all required training; takes personal responsibility for safety.

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City Departments.

SPECIAL EFFORT REQUIRED:

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- Work is performed primarily outside, including

CONTACTS: INTERNAL/EXTERNAL

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City departments.

WORK ENVIRONMENT

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.
- Work involves lifting up to 20 lbs.
- Depending on which shift assigned, may be required to work on Saturdays.

Physical Requirements:

- This job requires walking or standing on wet, ice or snow-covered concrete, asphalt or other hard, and/or uneven surfaces for up to an entire work shift outdoors in extreme weather conditions; bending, stretching, reaching, pulling, carrying, lifting objects up to 20 pounds, stooping, seeing clearly with or without corrective lenses, hearing, talking, and driving.
- ~~Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.~~
- ~~Works in close association with others.~~
- ~~Works near moving and/or heavy traffic.~~
- ~~Work frequently involves dealing with difficult people in high pressure and/or conflict situations.~~

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

PHYSICAL DEMANDS

- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- ~~When patrolling on foot, employee will be continually walking throughout most of shift.~~
- Must be able to match or discriminate between colors.

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- Must be able to lift 20 lbs.
- Must be able to kneel.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By: _____
Human Resources _____ Date

Approved By: _____
Department Head _____ Date

Class Specification History

New class: Approved by the Urbana Civil Service Commission on March 5, 2014.



PARKING ENFORCEMENT OFFICER II

JOB DESCRIPTION

Department: Human Resources & Finance	Division: Finance
Work Location: Urbana City Hall	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Customer Services & Parking Enforcement Supervisor	Union: AFSMCE

JOB SUMMARY

Patrols assigned area, such as public parking lot or section of city to issue tickets to overtime parking violators and illegally parked vehicles. The successful candidate will become increasingly knowledgeable of State and City laws, ordinances, procedures and practices pertaining to vehicles and parking and to carry out assignments with increasing autonomy and accountability.

Distinguishing Characteristics

This class differs from the lower-level class in the skill level required and the sensitivity, complexity and accountability of assigned duties.

ESSENTIAL FUNCTIONS

- Patrols an assigned area by vehicle or on foot to ensure public compliance with existing parking ordinance.
- Issue warnings and citations for illegally parked vehicles using handheld device.
- Maintains close communications with other Parking Enforcement Officers and Finance customer service staff, Police and Public Works department staff.
- Electronically marks tires of parked vehicles by record time of marking and return at regular intervals to ensure that parking time limits are not exceeded.
- Responds to emails or calls regarding parking violations and complaints.
- Assists with training new or temporary staff.
- Identifies vehicles in violation of parking codes, checking with manager when necessary to determine whether vehicles need to be ticketed or towed.
- Observes and report parking meters to Public Works that need to be repaired, missing traffic signals or signs, and street markings that need to be repainted.

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- Maintains assigned equipment and supplies such as handheld citation computers, rain gear, etc.
- When approached, answers the public's questions regarding parking regulations and parking lot locations.
- Makes arrangements for illegally parked or abandoned vehicles to be towed and direct tow-truck drivers to the correct vehicles.
- Assists Finance Department staff with monthly meter audits.
- Assists Public Works Department with basic meter maintenance repairs as needed.
- Serves as a City liaison for the delivering permits to partner organizations, schools, etc.
- Assists Public Works Department with meter collections as needed.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

- Completion of a high school (twelfth grade) education, GED or equivalent.
- One (1) year of previous enforcement experience or at least eighteen (18) months of demonstrated experience involving a high level of public contact/interactions.

Knowledge of

- Principles and processes for providing outstanding customer service.
- Basic computer skills and ability to learn how to manipulate files in Microsoft Word and Excel.
- Policies and procedures of the Parking Enforcement program.
- Practices and techniques for dealing with the public tactfully and firmly.
- City parking areas and geography.
- City parking and related ordinances.
- Basic meter operations and repairs.

Skills

- Excellent oral and written communication
- Multi-tasking
- Effective conflict resolution skills
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to

- Represent the Urbana Finance Division and the City of Urbana in a professional and courteous manner while performing assigned duties.
- Maintain awareness and understanding of customers' reactions to parking enforcement; understanding why they react as they do; and, whenever permissible and appropriate, adjusting actions in relation to customers' reactions.

City of Urbana

Parking Enforcement Officer II

- Manage own time while performing duties.
- Exercise initiative and sound judgment and to react with discretion under varying conditions and with diverse populations.
- See and observe parking-related details at close range and at a distance.
- Accurately read and record vehicle license plate numbers and vehicle identification numbers of parking violators.
- Safely operate a vehicle while observing legal and defensive driving practices and maintain a valid driver's license and safe driving record.
- Work with frequent interruptions and changes in priorities.
- Establish and maintain effective communication and working relationships with city employees and the public.
- Move about for long periods in all weather conditions.
- Learn the City of Urbana's Code regarding parking ordinances and the Illinois Vehicle Code.
- Read and understand signs.
- Accurately complete administrative forms and reports in a timely fashion
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.

Licenses, Certifications and Memberships Required

- Must possess and maintain a valid State of Illinois driver's license.

Security Level

- Level MVR: essential functions require frequent use of City vehicles
- Level PII: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive and/or access to and responsibility for information related to the City's finances.
- Level MED: medical exams and/or toxicology screens.

Supervision received

- Works under general supervision; develops procedures for performance of a variety of duties; or performs complex duties within established policy guidelines.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

JOB DIMENSIONS

Responsible for

- Safe operation of City vehicle when assigned for duties.
- Upkeep of vehicles when assigned for duties.
- Maintenance and accounting for all ticket writing electronics and tickets issued throughout each workday.

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- Maintenance and care of issued uniforms and supplies.
- Accurate recording of identification numbers used in issuing notices of violation.
- May provide leadership, work assignments, training, and guidance to others.

Competencies

- **Attention to Detail**—Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.
- **Judgment**—Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
- **Reliability**—Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
- **Communication**—Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
- **Initiative**: Identifying what needs to be done and doing it before being asked or before the situation requires it.
- **Service Orientation**: acts professionally and calmly at all times when interacting with others; consistently demonstrates concern and courtesy towards colleagues and customers; treats all people respectfully; takes personal responsibility for correcting problems; follows up with individuals to ensure satisfaction with the level of service they have received.
- **Managing Conflict**—Takes positive action, using appropriate interpersonal styles and methods, to reduce tension or conflict between two or more people. Effectively handles antagonistic situations using objectivity and avoiding personal attacks.
- **Stress Management** – Able to keep functioning effectively when under pressure and maintain self- control in the face of hostility or provocation.
- **Commitment to Safety**—Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with Department and City safety policies and procedures; completes all required training; takes personal responsibility for safety.

Contacts: Internal/External

- Frequent contacts with public.
- Frequent contact with Finance personnel and personnel from other City Departments.

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Working Environment:

- Work is performed primarily outside, including during inclement weather and subject to exhaust fumes, dust, pollen, and insect bites.
- Works in close association with others.
- Works near moving and/or heavy traffic.
- Work frequently involves dealing with difficult people in high pressure and/or conflict situations.
- Depending on which shift assigned, may be required to work on Saturdays.

Physical Requirements:

- This job requires walking or standing on wet, ice or snow-covered concrete, asphalt or other hard, and/or uneven surfaces for up to an entire work shift outdoors in extreme weather conditions; bending, stretching, reaching, pulling, carrying, stooping, seeing clearly with or without corrective lenses, hearing, talking, and driving.
- When assigned City vehicle to perform work, employee will frequently be getting in and out of City vehicle throughout the shift.
- Must be able to match or discriminate between colors.
- Must be able to lift 20 lbs.
- Must be able to kneel.

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

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

- Approved by the Urbana Civil Service Commission on March 5, 2014.
- General revisions: April 30, 2025

Job Class Code	Pay Grade
EEO Category	LVL