

# PARKING ENFORCEMENT OFFICER

Recruitment #1810-2393-001

<b>List Type</b>	Original
<b>Requesting Department</b>	PARKING
<b>Open Date</b>	10/18/2018 2:40:00 PM
<b>Filing Deadline</b>	11/8/2018 11:59:00 PM
<b>HR Analyst</b>	Nola Nelson

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## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

## PURPOSE

Under the direction of the Parking Enforcement Supervisor, the Parking Enforcement Officer is responsible for enforcing all parking and abandoned vehicle regulations while providing accurate, parking-related information and customer service to the public.

## ESSENTIAL FUNCTIONS

- Enforce parking regulations through identification of illegally parked and abandoned vehicles and provide customer coaching, citation issuance, vehicle relocation, and towing operations.
- Patrol assigned areas by vehicle or on foot to ensure public compliance with existing parking ordinance; create patrol strategies of assigned areas to maximize safety and efficiency using the Global Positioning System or other locational systems.
- Identify vehicles in violation of parking regulations and determine an appropriate course of action.
- Enter and retrieve data pertaining to vehicle registration, identification, location and status using hand-held computer, cellular phone and related

applications, License Plate Recognition System (LPR), two-way radio, and/or laptop.

- Create and maintain complete and accurate records including digital and handwritten notes and digital photographs, for all citations, warnings, vehicle tows and vehicle relocations.
- Provide accurate and efficient customer service related to citizen and aldermanic parking complaints.
- Provide information to the public regarding parking regulations and facilities, and the location of streets, buildings and points of interest.
- Report parking and other violations to the Milwaukee Police Department (MPD) and assist in the investigation of abandoned vehicles and the recovery of stolen vehicles.
- Respond to subpoenas and testify in court relative to contested traffic citations.
- Make arrangements for towing of illegally parked or abandoned vehicles and direct tow-truck drivers to the correct vehicles.
- Perform special parking event service operations such as meter hooding and signage placement; report meter defects or malfunctions.
- Provide traffic control at accident or incident scenes and provide written incident reports.
- Observe and report hazardous conditions, such as missing or broken traffic signals or signs, and street markings that need to be repainted.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## CONDITIONS OF EMPLOYMENT

- Must be available to work any shift, including weekends and holidays and/or rotating shifts when needed.
- Must be able to work outdoors from an assigned vehicle or foot patrol in all types of weather conditions.
- Ability to lift and move objects weighing 50 pounds or more occasionally, up to 20 pounds frequently, and up to 10 pounds consistently.

## MINIMUM REQUIREMENTS

1. Six months of full-time work experience performing front-line customer service and data entry in a setting that serves the public.

*Equivalent combinations of education and experience may be considered.*

2. Valid driver's license at the time of application, throughout the selection process and throughout employment.

3. Good driving record at time of application, throughout the selection process and throughout employment. Driving record will be checked during the selection process, prior to the job offer, and throughout employment.

**IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

#### **DESIRABLE QUALIFICATIONS**

- Associate's degree in business administration, criminal justice or a closely related field from an accredited college or technical college.

#### **KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

- Customer service skills, including the ability to represent the City of Milwaukee positively and to interact with the public in a courteous, tactful, and concerned manner.
- Ability to remain calm when working in stressful and often emotionally charged situations.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.
- Computer keyboarding and texting skills and the ability to learn and use departmental mobile and digital equipment and software applications to accurately and efficiently enter data and create reports.
- Ability to read and interpret work related document and policies.
- Ability to communicate ideas verbally in an effective manner so others can understand.
- Ability to listen and understand information and ideas through spoken words.
- Ability to communicate ideas and information in writing so others will understand.
- Ability to pay special attention to detail.
- Ability to interpret and enforce parking rules and regulations.
- Ability to work independently and diligently.
- Ability to recognize city streets, names, locations, and boundaries.

- Ability to drive a vehicle safely.
- Ability to monitor traffic to ensure safe conditions while working.
- Ability to solve job-related problems independently.
- Ability to write clear and concise reports.
- Ability to recognize and identify makes and models of vehicles.

## CURRENT SALARY

The current salary range (Pay Range 5CN) for City of Milwaukee residents is \$34,067-\$40,688 annually, and the non-resident salary range is \$33,232-\$39,689.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2018>

## SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Thursday, November 8, 2018**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been

met. Note: Candidates who meet the minimum qualifications for the position will be invited to take the written examination tentatively scheduled during the first week of December 2018. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

## ADDITIONAL INFORMATION

APPLICATIONS and further information can be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

EEO = 501

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*