

JOB DESCRIPTION

Parking Coordinator - Provisional

Date Prepared May 2016

SUMMARY: Under general supervision, provides a variety of customer service duties for guests, customers, and clients of the Santa Cruz Port District (District), including administrative, technical, skilled and semi-skilled tasks related to parking control and management. Works independently and makes appropriate decisions based on work experience and training.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provides implementation and oversight of parking related capital improvement projects.
- Procures and maintains parking equipment.
- Cleans and troubleshoots parking equipment within scope of authority and notifies supervisor of issues requiring additional work or repair.
- Answers phone, radio, and walk-in inquiries about District services, programs, and parking facilities; explains rules, policies, and procedures; provides information and assistance within scope of authority and training; refers matters beyond the scope of authority to supervisor for resolution.
- Receives and processes payment for District services, including parking fees; reconciles cash drawer.
- Schedules, trains, and assists in supervising part-time and seasonal parking staff.
- Orders and distributes parking related signage.
- Communicates parking related changes with concessionaires, slip renters, and the general public.
- Prepares documents, reports, and correspondence in accordance with District standards.
- Utilizes proper safety precautions in all work performed; recognizes and reports unsafe acts, conditions, accidents, and injuries.
- Supports the relationship between the District and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and District staff; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training, and Experience Guidelines:

Two years of experience in parking management, parking enforcement, traffic engineering, or related field AND two years of customer service related experience; high school diploma or GED required.

Knowledge of:

- District organization, operation, policies, and procedures.
- State, City, County, and Port District regulations related to parking management and enforcement.
- District functions and political environments.
- Principles and practices of public project development and implementation.
- Customer service standards and protocols.

Skill in:

- Composing and editing correspondence, reports, and other documents, using proper composition and grammar standards.
- Proficient cash handling practices and record keeping.
- Organizing and prioritizing work activities and meeting critical time deadlines.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Proficient in computer applications used for word-processing and data management.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in internal and external environments with exposure to inclement weather and varying temperatures. Must maintain a level of physical fitness to meet department standards.