CITY OF SANTA CRUZ
SENIOR PARKING ATTENDANT

Reports to	**Parking Services Supervisor**
Supervises	**Provides lead direction and training to Parking Attendants**
Bargaining Unit	**Service**

BASIC FUNCTION

Under general supervision, performs a variety of assignments in the daily operation of an attended parking facility; acts as a lead worker and performs the more technical parking services tasks; collects parking facility revenue, resolves discrepancies and makes deposits; assists and directs the public; may act as the supervisor in his/her absence; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Parking Attendant is the advanced working level of the Parking Attendant series. It differs from the Parking Attendant in that incumbents provide work direction and training to Parking Attendants at various locations. Senior Parking Attendants work independently and duties are performed without direct supervision.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below).*

- Aids supervisor in training, planning, assigning, supervising and reviewing work of staff in attended parking facilities.
- Assists in establishing schedules and methods for providing parking garage/attendant services.
- Maintains accurate records of operations schedules.
- Responds to public inquiries and complaints; investigates operations complaints as needed.
- Performs simple maintenance on parking control equipment.
- Receives revenue from parking facilities, balances, prepares bank deposits and receipt records; resolves discrepancies.
- Assists the supervisor with the development and implementation of new work procedures and programs.
- Receives emergency calls; assesses problems and coordinates corrective actions.
- Orders supplies for each location.
- Performs limited security checks in parking garages.
- Acts as supervisor in his/her absence.
- Performs other related duties as assigned.

WORKING CONDITIONS

Position requires sitting, standing, walking on level and uneven or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The incumbent in this position works in all weather conditions, including wet, hot and cold. The job duties may expose the incumbent to

fumes, dust, vehicle exhaust, biomedical, human and animal waste products and unpleasant odors. The nature of the work also requires the incumbent to drive motorized vehicles and work in heavy traffic conditions. The need to lift, carry and push tools, equipment and supplies weighing up to 25 pounds is also required. Additionally, the incumbent may work alone in a kiosk. Acute hearing is required when providing phone and personal service.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Principles of supervision and training;
- Modern office procedures, methods and computer equipment;
- Basic parking lot operations and maintenance needs;
- Standard cash handling procedures;
- Pertinent local laws and regulations relating to parking;

Abilities:

- Plan, organize, and train staff;
- Accurately make basic mathematical calculations and make change;
- Coordinate a variety of permanent and temporary staff schedules at various locations;
- Maintain accurate records of daily receipts and prepare reports;
- Understand, enforce and clearly explain local and state laws relating to parking;
- Greet visitors, respond to inquiries and give directions;
- Act in a courteous manner when dealing with the public and with fellow employees;
- Follow written and verbal instructions;
- Provide clear verbal and written communications to parking attendants;
- operate a personal computer.

OTHER REQUIREMENTS

- Willingness to work alone and/or on irregular schedules, including evenings, weekends and holidays;
- Willingness to wear a uniform;
- Willingness to work in all weather conditions.

City of Santa Cruz
Senior Parking Attendant

EDUCATION AND EXPERIENCE

Any combination of education or experience that provides the above knowledge, skills and abilities required above is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school graduation or tested equivalent; and
- A minimum of one (1) year of experience equivalent to a parking attendant with the City of Santa Cruz or two (2) years of experience in cashiering, retail or other similar public contact work.

LICENSES

Possession at time of hire and continued maintenance of a California Class C driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS:

- Ability to speak Spanish or another second language.
- Experience in data entry and current word processing programs.

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Career Ladder

- Parking Programs Manager
- Parking Services Superintendent
- Parking Services Supervisor
- *Senior Parking Attendant*
- Parking Attendant