CITY OF SANTA CRUZ
PARKING ATTENDANT

Reports to	**Parking Services Supervisor**
Supervises	**Non-supervisory**
Bargaining Unit	**Service**

BASIC FUNCTION

Under general supervision, collects parking fees, oversees the parking of vehicles, greets, provides information, and responds to inquiries and complaints from ongoing customers and the general public, enforces parking regulations, provides limited security checks, acts as lead worker for temporary parking attendants, and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Parking Attendant classification is distinguished from the next higher classification of Senior Parking Attendant in that the latter classification 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.)*

- Oversees the parking of vehicles at various City locations; operates the barrier gates.
- Collects parking and parking permit fees; advises patrons of parking fees; operates computerized fee machines; receives payment and makes correct change.
- Balances cash drawer/register, , and completes receipt reports.
- Assists in resolving discrepancies in daily receipts and related reports.
- Performs clerical tasks related to the parking programs including data input, filing, preparing and processing mail,
- Issues citations for parking violations; advises patrons of parking regulations.
- Provides information and assistance to motorists and tourists.
- Assists in training and serves as lead worker to temporary parking attendants.
- Performs minor maintenance or repair on equipment; assists with litter abatement in immediate area.
- Performs limited security checks on parking lots and structures.
- Assists with collection of data for parking surveys.
- Advises supervisor and/or police department of abandoned vehicles or law enforcement problems.
- Performs other related duties as assigned.

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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 this work also requires the incumbent to 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:

- Basic mathematics.
- Basic cashiering practices and procedures.
- Techniques for providing a high level of customer service to public and City staff.

Abilities:

- Accurately make basic mathematical calculations and make correct change.
- Prepare and maintain accurate records/reports related to daily receipts.
- Understand, enforce and clearly explain local and state laws relating to parking.
- Greet visitors, respond to inquiries and give directions.
- Learn to make minor mechanical repairs on equipment.
- Follow written and verbal instructions.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.

OTHER REQUIREMENTS

- Work alone and/or on irregular schedules, including evenings, weekends and holidays.
- Wear and maintain a uniform.
- Work in all weather conditions.

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EDUCATION AND EXPERIENCE

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

- High school graduation or equivalent; and
- Six (6) months of experience in cash handling, retail cashiering or other similar public contact work.

LICENSES

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

DESIRABLE QUALIFICATIONS

- Ability to speak Spanish
- Basic computer skills
- Volunteer experience with the City of Santa Cruz

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Career Ladder

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