

Parking Enforcement Lead

Class Code	TBD
Bargaining Unit	Non-union Non-Exempt
Salary	Grade 5
Revision Date	DRAFT 04-10-2025

Nature of Work

This is a working lead position responsible for enforcement of parking ordinances for the City. This position works alongside enforcement crew members to accomplish tasks while providing direction, supervision, training, and oversight of staff. This position also works collaboratively with the Parking Utility Manager to provide input into performance evaluations of staff, review of parking ordinances and related practices and procedures. This position also communicates with stakeholders on behalf of the utility regarding parking ordinances and customer needs.

This position is also directly involved in the enforcement of parking ordinances for the City. Work involves ticketing vehicles for parking restrictions, maintaining records of citations, assisting and educating parking customers and appearing in court when necessary. Enforcement work is nominally led by this position under the moderate supervision of the Parking Utility Manager.

This position also cross-trains on Operations Crew Lead – Parking (OCLP) job functions to provide short-term Operations working lead capabilities during times when OCLP staff are unavailable due to excused absences.

Job Functions

ESSENTIAL JOB FUNCTIONS

- Actively works alongside crews; assigns and directs daily work assignments, monitors work completion; suggests improvements and efficiencies; ensures compliance with policies, expectations, quality and quantity of work.
- Keeps Parking Utility Manager informed of staff, equipment, material, and procedural needs.
- Assists in planning, organizing and prioritizing work for the Parking Division.
- Responds to customer requests, complaints and Citation Review forms.
- Makes recommendations to Parking Utility Manager regarding on-street parking needs and parking ordinance changes broadly and at specific locations relative to signage, meters, enforcement priorities, and the like.

Checks various locations of the City which contain controlled parking restrictions; tickets violating vehicles for expired meter or illegal parking.

- Maintains records of daily enforcement activities, citations issued, customer communications, and appeals.
- Records information on violating vehicles for citizens and prosecuting parties.
- Assists at and attends necessary appointments requiring court action, disputes, violations, etc.
- Assists with parking enforcement for special events.
- Informs supervisor when parking tickets need to be ordered.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

OTHER JOB FUNCTIONS

• Cross-Train with Operations Crew Lead – Parking (OCLP) to maintain functional proficiency with operations tasks for the purpose of scheduling and overseeing the following work as needed, including:

- Perform routine maintenance on parking ramp equipment, gate arms, etc.
- Collect money from ramp exit and pay-on-foot machines.
- Inspect parking meters to ensure they are operating properly. Replace batteries and repairs jammed meters on the street and removes others to parking meter shop for repairs; replace meter posts.
- Operate power sweeper to clean parking ramp floors and a pressure washer to clean the ramp decks.
- Install signage in parking ramps entrances. Spread snow melt and ice melt when necessary.
- Plow ramps and adjacent sidewalks and spread snow melt and ice melt when necessary.

Requirements of Work

A High School Diploma is required, along with at least one year work experience in clerical, supervision, leadership, law enforcement, and/or related training beyond the high school level, or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

- Knowledge and functional capacity to apply the City's rules, regulations, statutes and ordinances as they pertain to this position.
- Knowledge of proper English, spelling and arithmetic.
- Knowledge of record keeping and electronic data management.
- Ability to establish and maintain effective working relationships with other employees and the

public, and to deal with the public in a courteous and tactful manner. Ability to project a positive profession image of the City of Appleton.

- Ability to work and make decision under limited supervision.
- Ability to investigate and resolve complaints.
- Ability to communication effectively, both orally and in writing, with personnel at various levels both within and outside the organization.
- Ability to work alone on routine work.
- Ability to accurately and neatly report daily activities, ticket logs, etc.
- Ability to make decisions in accordance with established laws and regulations.
- Ability to withstand a variety of different weather conditions.
- Skill in the operation of City's vehicles.
- Skill in reading and understanding street maps and directions.
- Valid drivers license and good driving record.

Supplemental Information

COMPETENCIES

Communication

Customer Focus / Handling Difficult People

Problem Solving

Adaptability/Flexibility

Lead Worker Projects/Tasks