



Code: 7481

Family: Legal and Regulatory
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Parking Attendance

CLASS TITLE: FIELD SUPERVISOR I – PARKING ENFORCEMENT

CHARACTERISTICS OF THE CLASS

Under general supervision, the class participates in and supervises the work activities of Parking Enforcement Aides engaged in enforcing parking regulations and restrictions; and performs related duties as required

ESSENTIAL DUTIES

- Oversees a group of Parking Enforcement Aides engaged in identifying and issuing citations for parking violations pertaining to street signs, parking meters, and fire hydrants
- Prepares daily work assignments, assigning staff to patrol specific routes or areas to enforce the city's parking ordinances
- Prepares work schedules to ensure adequate coverage for special events
- Monitors field activities by making site visits to ensure proper enforcement of parking regulations and restrictions
- Transports subordinates to and from assigned patrol areas
- Trains staff on the provisions of parking ordinances and procedures for writing and issuing citations for parking violations
- Reviews work activity reports and evaluates work performance of subordinate staff
- Evaluates the number of parking citations issues on various routes and makes changes in work assignments to increase productivity
- Meets with subordinate staff to discuss and resolve problems relating to field activities
- Acts as a liaison to other units and City agencies to assist in coordinating parking enforcement activities
- Prepares productivity reports for management review
- Carries/wears and operates hand-held computer equipment to issue parking citations for parking violations pertaining to streets signs, parking meters, and fire hydrants
- Ensures subordinate personnel are available to testify in hearings on citations issued for parking violations

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two (2) years of experience in the enforcement of parking regulations and restrictions; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois Driver's license is required

WORKING CONDITIONS

- Exposure to outdoor weather conditions

- Exposure to loud noise, fumes, or dust
- Exposure to hostile and potentially violent situations
- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)
- Hand-held computer and parking citation printer
- Personal protective equipment (e.g., shoes, gloves, vest)
- Specialized safety equipment (e.g., bullet-proof vest)
- Two-way radio

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to carry/wear and operate hand-held computer and printer equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *geographical locations in the City
- *customer service techniques
- *applicable computer software packages and applications (e.g., Microsoft Word, Excel, Outlook email)
- supervisory methods, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
 - STAMINA – Demonstrate energy and stamina to accomplish work tasks
 - STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2022