# City of Rapid City

## Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Parking Enforcement Officer I, II, III</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>PKEO, PKE2, PKE3</td>
</tr>
<tr>
<td>Pay Grade:</td>
<td>AU02, AU05, AU06</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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<td>Job Family:</td>
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<td>Date Revised:</td>
<td>3/11/2022</td>
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**General Summary:** This position educates the public on the City’s parking ordinances and enforces the parking regulations in downtown Rapid City as directed by supervisor.

**Essential Duties and Responsibilities:**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

### Parking Enforcement Officer I:

- Knowledgeable of all parking regulations pursuant to the Rapid City Municipal Code.
- Monitors assigned areas daily, either by foot or by motorized vehicle, to issue citations for parking violations within the city's central business district.
- Collects parking revenue from meters and makes deposits at bank as needed.
- Calls for and installs wheel lock on vehicles as needed.
- Troubleshoots parking software. Identifies issues and takes the appropriate steps to resolve issue.
- Monitors and maintains parking equipment and vehicles.
- Keeps track of inventory and supplies.
- Installs and adjusts new parking meters, repairs defective or vandalized meters, cleans and replaces mechanisms for proper operation using various equipment and manuals.
- Responds to citizen inquiries related to parking issues, in person, via phone, or via email.
- Identifies placards that have been altered or are no longer valid.
- Works with Police Department to tag and remove vehicles parked longer than 24 hours in the city's central business district.
- Reports traffic hazards or safety concerns.
- Assists with cleanup of parking structure or lots as needed.
- Utilization of the following software systems:
  - Mobile Enforcement Manager – to confirm payments
  - Integrated Parking Systems (IPS) – Parking Citation app
  - Vigilant Mobile Companion
  - Citation Portal website
  - Park Smarter app
  - Vigilant Client Portal website
  - TeamViewer app
  - Car Detector Mobile
- Operates T3 Scooters and other vehicles as needed while operating the mobile software systems.

### Parking Enforcement Officer II:

- Performs all duties of Parking Enforcement Officer I
- Takes the lead on troubleshooting parking software. Identifies issues and takes the appropriate steps to resolve issue.
- Takes the lead on coordinating outside resources when needed.
- Advanced training of the Parking Regulations and initiates amendments to the Parking Regulations when needed.
Parking Enforcement Officer III:

- Performs all duties of Parking Enforcement Officer I & II
- Makes presentations to Parking Advisory Board
- Steps in for division manager, in lieu of their absence.

Minimum Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** High school diploma or general education degree (GED).
- **Communication Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simples correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to remain calm and communicate effectively in confrontational situations.
- **Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- **Computer and Administrative Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office products.
- **Certificates, Licenses, Registrations:** Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.
- **Other Skills:** To perform this job successfully, an individual should have knowledge of parking rules and regulations.

Specific Qualifications:

**Parking Enforcement Officer II:**

In addition to minimum qualifications, must also have two years of progressively responsible experience in Parking Enforcement, complete de-escalation training annually, and complete parking software training.

**Parking Enforcement Officer III:**

Must have six years of progressively responsible experience in Parking Enforcement, complete de-escalation training annually, complete leadership training, public speaking training and advanced parking software training.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts and various cleaning and repair chemicals. The noise level in the work environment is usually loud.

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand, walk, and drive for extended periods of time, continually stepping on and off curbs; reach with hands and arms and talk or hear. The employee is required use hands to finger, handle or feel and use legs to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.