

City of San Rafael
Job Class Specification
Job Title: Parking Attendant I/II

SUMMARY

Under direct supervision, this position provides general service and information to the public, is responsible for the upkeep, presentation, and general operations, of all City parking areas. Performs other job-related duties as assigned.

CLASSIFICATION CHARACTERISTICS:

Parking Attendant I is the entry-level class of this series. Initially under the close supervision, incumbents learn City and Parking Services practices and procedures. As experience is gained, there is a greater independence of action within established guidelines. This class is flexibly staffed with a Parking Attendant II; incumbents may advance to the II level after demonstrating knowledge, ability, and consistency of performance of tasks at the I level and demonstrating proficiency for performing level II work.

Parking Attendant II is the journey level class of this series, fully competent to perform a variety of Parking Operations duties. This position is characterized by the authority to make some operational decisions and perform basic equipment maintenance based on the presence of fairly clear guidelines from which to make those decisions, and the availability of supervision in non-routine circumstances.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Parking Attendant I:

- Assists the public at all City parking locations, providing general information about the City of San Rafael, and specific information about rates, locations, and various programs.
- Operates all parking equipment and collects parking fees and provides change to customers.
- Direct, instruct and assist customers with all parking equipment and parking needs, including, but not limited to, meters, change machines, multi-space equipment, and pay-on-foot stations.
- Maintains records of transactions and parking activities.
- Prepares cash deposits and delivers to designated drop areas.
- Provides forms, receipts, monies and related information to the City.
- Regularly inspects parking areas for safety and operational efficiency.
- Regularly inspects elevators and all parking equipment, fixes and/or reports to supervisors any damaged or malfunctioning equipment as appropriate.
- Regularly inspects, cleans and/or reports vandalism in all parking areas, including on street, facilities and equipment.

- Cleans and maintains parking areas. Work includes, but is not limited to, washrooms, elevators, stairwells, booths, parking equipment, signs, parking spaces, driving lanes, and public right of way surrounding parking areas.
- Shall perform minor related clerical and/or parking duties.
- Performs related duties as required.

Parking Attendant II: (In addition to the above)

- Shall be granted authority to make operational decisions based on guidelines and the availability of supervision for non-routine circumstances.
- Perform minor equipment maintenance and repair based on guidelines and the availability of supervision for non-routine circumstances.
- Train Parking Attendant I staff.
- Shall have and be responsible for equipment keys (when applicable), validation and various ticket functions.

KNOWLEDGE OF:

- Basic office practices and procedures, including the operation of standard office equipment.
- Correct English usage, including spelling, grammar, and punctuation.
- Basic arithmetic.
- Alphabetical and numerical filing systems.
- Cashier activities including calculating and providing change to customers.

ABILITY TO:

- Deal tactfully and effectively with the public.
- Handle cleaning and maintenance equipment in a safe and responsible manner.
- Understand and carry out oral and written instructions.
- Maintain accurate records and files.
- Make arithmetical calculations quickly and accurately.
- Receive the public in a courteous manner.
- Explain information and procedures.
- Operate a cash register, collecting, dispersing, and depositing shift collections accurately.
- Establish and maintain a cooperative working relationship with others.
- Process and file documents.
- Understand and carry out written and/or verbal instructions.
- Perform a variety of routine clerical tasks, cleaning and minor maintenance/repair work.

EDUCATION AND EXPERIENCE:

Parking Attendant I: High school diploma or equivalent and able to read and write English. Valid drivers license preferred. **Parking Attendant II:** High school diploma or equivalent and able to read and write English and two years of full time experience equivalent to a Parking Attendant I. Valid drivers license preferred.

LANGUAGE SKILLS:

Ability to recognize similarities and differences between words and a series of numbers. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, time and distance.

REASONING ABILITY:

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to walk; stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is required to occasionally climb; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. 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.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles. The employee is occasionally exposed to vibration. The noise level in the work environment is usually loud. 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.

FLSA Status: Nonexempt
Prepared By: City of San Rafael
Revision Date: January 2004
Approved By:
Approved Date: