Abandoned Vehicle Abatement Officer

Summary
To receive and respond to complaints from the public related to abandoned vehicles; to patrol the City to enforce municipal and State vehicle parking and abatement codes, regulations and laws; and to interpret and explain codes, regulations, laws and City codes related to parking and vehicle abatement.

Class Characteristics
General supervision is provided by the Traffic Sergeant.

This is a non-sworn position responsible for identifying, marking and tagging abandoned vehicles, and arranging for their removal, and enforcing parking regulations.

Essential Duties, Skills, and Demands of the Position
The duties, skills, and 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 a disability to perform the essential duties, skills, and demands.

Duties:
Receive and respond to questions and complaints from the public regarding abandoned vehicles, parking citations and codes, regulations and laws related to vehicle abatement; interpret, explain and enforce City parking and vehicle abatement laws.

Patrol the City and locate, mark and tag vehicles which appear to be abandoned on either public or private property; enforce parking regulations and issue citations.

Conduct follow-up inspection of all previously marked vehicles to determine if vehicle should be towed; arrange and oversee towing of all abandoned vehicles.

Prepare and maintain daily activity logs and all necessary reports.

Act as a liaison with tow companies and the public.

Perform related duties as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Skills/Abilities:
Enforce parking and vehicle abatement laws and regulations.

Receive and respond to requests and inquiries from the public.

Interpret, apply, enforce and explain municipal and State vehicle parking and abatement codes, regulations and laws.
Prepare and maintain accurate records and prepare clear and concise reports.

Use sound independent judgment within established guidelines.

Deal tactfully and effectively with those encountered in the course of the work, including hostile and irate citizens.

Perform various clerical and administrative support functions.

Operate and use modern office equipment including a computer and applicable software.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

**Physical Demands and Work Environment:**
While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move weight up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. The employee occasionally works without use of a vehicle. The noise level in the work environment is usually moderate.

**Qualifications**

**Knowledge of:**
Principles and practices of customer service and public relations.

Principles and procedures of record keeping.

Principles of basic report preparation.

Routine investigative procedures.

Safety practices pertaining to the work.

Principles and practices of effective customer service.

Modern office procedures and computer equipment.

**Education and Experience**

*Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:*

**Education:**
Equivalent to graduation from high school.
Experience:
One year of experience working with the public. One year of parking enforcement or abandoned vehicle abatement experience is desirable.

Certifications/Licenses:
Possession of a valid California Class C driver license.

Additional Requirement
Must be available to work off-shift hours, including weekends, and/or holidays.

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