

DOWNTOWN MANCHESTER SPECIAL SERVICES DISTRICT POSITION GUIDE

Position: Parking Enforcement Worker
Reports to: Downtown Manager

NATURE OF WORK

Position monitors and enforces parking ordinances within the Downtown Manchester Special Services District including on-street parking along Main Street and selected side streets as well as parking in the eight (8) municipal lots managed by the Downtown Manchester Special Services District.

ILLUSTRATIVE EXAMPLES OF WORK

- Monitors compliance with parking ordinances by patrolling on street parking along Main Street and selected side streets as well as parking in the eight (8) municipal lots managed by the District.
- Issues tickets for over time and other parking infractions as determined by ordinance.
- Monitors parking lots and streets for compliance with other regulations as assigned and reports infractions to Downtown Manager.
- Performs other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Reliable, Responsible and Consistent.
- Must be able to deal effectively and professionally with the public.
- **Ability to withstand verbal abuse from the public and to be courteous and tactful to violators.**
- Ability to read and understand signs.
- Ability to write legibly and accurately record information.
- Ability to complete work assignments, take and understand directives.
- Ability to complete routine summary reports.
- Skilled in the operation of a computer.
- Ability to communicate effectively both written and verbally.
- Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.
- Ability to establish and maintain effective and appropriate relationships with the public, Town of Manchester departments, other agencies and employees.
- Basic comfort with technology needed to utilize the parking enforcement mobile application.

PHYSICAL OR MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

- Must be mobile and able to walk for **long periods of time**.
- Must be able to work outside in a variety of weather conditions.
- Must be able to hear normal sounds with some background noise.

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Parking Enforcement Worker Continued

PHYSICAL OR MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS CONTINUED

- Must be able to read, write and perform simple mathematics computations.
- Must be able to utilize a smart phone Ap, including viewing details on a small screen.
- Must be able to see objects closely as in reading and writing a report.
- Must be able to lift, pick-up or carry objects or equipment weighing up to 10 lb.

MINIMUM TRAINING AND EXPERIENCE

- High School degree or equivalent. At least one year customer service or general work experience; and course work in human relations would be a plus.
- Prior law enforcement, military or municipal services background a plus.

OTHER

- Successful completion of a background check by the State of Connecticut Department of Public Safety.
- Must be able to work varying days and hours.

Submit resume to:

Downtown Manchester Special Services District
983 Main Street, Suite 10
Manchester, CT 06040.

The Downtown Manchester Special District is an Equal Opportunity Employer