ENTERPRISE SERVICE REPRESENTATIVE

DEFINITION
Under general supervision provides administrative support to staff engaged in the maintenance, operations and contract administration for the Parking and Enterprise Services Program.

ESSENTIAL FUNCTIONS
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

ESSENTIAL DUTIES & RESPONSIBILITIES:
- Answers incoming calls, prepares documentation and other correspondence for customers with inquires regarding parking violations.
- Assists Administrative Hearing Officers of parking disputes processing:
- Processes parking citations, receives and verifies payments for collections
- Works closely with Supervisor in scheduling and directing contract staff who perform parking enforcement, parking meter operations and traffic control functions for the city.
- Generates parking, moving violations, traffic collision and citizen complaints reports.
- Provides administrative support in maintaining contractor performance records, reporting and personnel issues.
- Serves as back-up to the Parking Services Supervisor for the School Crossing Guard Program;
- May perform other departmental related duties as necessary.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:
- **Knowledge of** applicable city, rules, ordinances, codes, and regulations governing parking violations, parking meter operations, and traffic collision operations; and professional and effective customer service techniques;
- **Skilled in** interpreting and applying relevant city, county, state, and federal statutes, rules, ordinances, codes, and regulations, maintaining a professional demeanor in challenging situations, communicating with a diverse populations
- **Able to** effectively communicate orally and in writing; and able to perform essential tasks, duties, and responsibilities with minimum supervision; to write and speak using proper English and grammar in a business setting.
- **Proficient in** the use of computer software such as Microsoft Office Suite and industry specific software.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in both office and community environment. Work may require frequent standing, walking, bending and lifting up to 30 pounds. Maybe exposed to repetitive motion and vision to monitor. Scheduled work hours can vary due to required weekend coverage, evenings and special events.

MINIMUM QUALIFICATIONS:
Any combination of education and progressively responsible work experience in parking enforcement that demonstrates the knowledge, skills, and abilities necessary to perform essential job duties; a typical way would be to have three (3) years of experience in any or all of experience in any or all of parking citation enforcement, meter operations and traffic control services.