



CLASS TITLE: PARKING ENFORCEMENT AIDE

CHARACTERISTICS OF THE CLASS

Under supervision, enforces the City's parking ordinances, patrolling an assigned area to identify vehicles violating parking regulations and restrictions and issuing parking citations, and performs related duties as required

ESSENTIAL DUTIES

- Carries/wears and operates hand-held computer equipment to issue citations for parking violations pertaining to street signs, parking meters, and fire hydrants
- Enters license plate numbers and related data into a hand-held computer to record vehicle, location, and type of parking violation
- Prints out and issues parking tickets, typically placing violation notice on vehicle
- Operates a hand-held computer to check vehicle license plate numbers to identify stolen vehicles or vehicles that are eligible for ticketing or booting
- Reports stolen or abandoned vehicles to the appropriate unit for recovery
- Reports damaged or missing street signs and parking meters for repair or replacement
- Completes vehicle activity reports and incident reports when necessary or requested by management
- Responds courteously to general inquiries and gives geographic directions to the public
- Uses a two-way radio to communicate from the field with office personnel
- Accesses and reviews email on a daily basis from cellular device and responds professionally to inquiries or requests
- Testifies in court on citations issued for parking violations as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Willingness and ability to perform the duties of the job

Licensure, Certification, or Other Qualifications

WORKING CONDITIONS

- Exposure to outdoor weather conditions
- Exposure to loud noise, fumes, or dust
- Exposure to hostile and potentially violent situations

EQUIPMENT

- Hand-held computer and parking citation printer
- Personal protective equipment (e.g., shoes, gloves, vest)
- Two-way radio

- Photographic and video equipment

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to carry/wear and operate hand-held computer and printer equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- geographical locations in the City
- customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- STAMINA - Demonstrate energy and stamina to accomplish work tasks
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2024