



Records Clerk/ Parking Enforcement Officer

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for performing basic and defined office, administrative tasks, basic data entry, and answering basic questions about department procedures and policies. Also responsible for patrolling parking areas to enforce parking regulations; directing traffic at required events or areas; assisting business with parking issues; and inputting parking tickets into computer system. The incumbent does related work as required.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Performs general reception duties which may include: answering phones on a multi-line system, directing inquiries to appropriate staff, greeting visitors, and providing department information.
- Prepares and copies a variety of correspondence, including, but not limited to court orders, arrest and incident reports, e-mails, letters, memos, and faxes.
- Receives and distributes incoming and outgoing mail as needed.
- Prepares and checks appropriate forms and documents to assist with parking tickets and traffic citations, depositions, record check requests, background checks, accident reports, or other related department information.
- Files documents alphabetically, numerically, or by other prescribed methods; follows prescribed procedures for file storage.
- Patrols parking areas; monitor vehicle parking around downtown Watertown and surrounding parking lots; responds to and issues citations for parking violations.
- Directs traffic when required; ensures safe crossing of pedestrians at appropriate places.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Clerical and office support practices;
- Assigned department operations and functions;
- Customer service principles when addressing front-desk inquiries;
- City parking rules and regulations;
- City geography and street and parking locations;
- Pertinent state, and local laws, codes and regulations.

Ability to:

- Operate a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintain files and records;
- Follow oral and written instructions, policies, and procedures;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and 2 years of clerical experience.

Licensing Requirements: Valid NYS driver's license.

SPECIAL NECESSARY REQUIREMENT: None

Classification history:

Adopted: 4/17/2012

Amended: 8/19/2014

*Title combined from Records Clerk and Parking Enforcement Officer

