



Career Service Authority

Page 1 of 5

Right-of-Way Enforcement Agent II

GENERAL STATEMENT OF CLASS DUTIES

Enforces compliance of parking regulations by issuing notices and citations for violations of the revised municipal code and rules and regulations governing parking within the City as well as other City ordinances, rules, and regulations pertaining to vehicle issues. Performs entry level inspection work ensuring and enforcing compliance of City rules, regulation, and ordinances within the right-of-way and other permitted areas.

DISTINGUISHING CHARACTERISTICS

This class enforces compliance of parking regulations and performs entry level inspection work ensuring compliance with City rules, regulations, and ordinances within the right-of-way. This class is distinguished from the Right-of-Way Enforcement Agent I class that enforces compliance of parking regulations by issuing notices and citations for violations of the revised municipal code and rules and regulations governing parking within the City. The Right-of-Way Enforcement Agent II class is also distinguished from the Parking/Speeding Enforcement Supervisor that performs supervisory duties over employees that enforce compliance with parking or speeding regulations and ensures compliance with all governing laws and regulations.

The Right-of-Way Enforcement Agent I and the Right-of-Way Enforcement Agent II classes are a progressive series.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Performs the duties of a Right-of-Way Enforcement Agent I including enforcing parking codes by issuing notices and citations for parking violations, explaining codes and regulations regarding parking violations to the public, investigating parking violations of posted and non-posted parking regulations, and maintaining daily activity logs and records.

Enforces ordinances, rules, and regulations relating to taxi hailing, vehicle towing, expired/missing license plates, abandoned vehicles, and valet operations.

Monitors and enforces compliance for a variety of issued permits within the right-of-way (street furniture, permit parking, vending carts, etc.) and other non right-of-way permits.

Evaluates encumbrances in the right-of-way for compliance with permit conditions and right-of-way rules and regulations.

Notifies tenant/owner/agent of discrepancies under permit conditions with an order to correct and documents this information.

Conducts follow-up compliance inspections within a specified timeframe and prepares cease and desist orders.

Prepares stop work orders when needed.

Prepares dimensioned site maps delineating items in right-or-way in relationship with flow lines, curbs, building encumbrances, and permitted items.

Consults with a supervisor on conditions/issues that are difficult and/or unusual.

Updates the shared database when appropriate..

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and chooses an ethical course of action.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Self Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of the principles and practices of inspection work sufficient to be able to monitor and enforce compliance. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object(s) of up to 50 pounds usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object up to 50 pounds.

Far Acuity: ability to see clearly at 20 feet or more.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Majority of duties are performed outside.

Extreme Cold: temperature cold enough to cause marked bodily discomfort.

Extreme Heat: temperature hot enough to cause marked bodily discomfort.

Temperature Changes: variations temperature from hot to cold.

Wet: frequent contact with water or other liquid.

Noise: sufficient noise to cause distraction or possible hearing loss.

Hazards: conditions where there is danger to life, body, and/or health.

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of experience as a Right-of-Way Enforcement Agent I.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

Must obtain a Special Police Officer certification from the Manager of Safety's Office. This certification is required in accordance with the City Charter and the Denver Revised Municipal Code. Failure to obtain the certification will result in the withdrawal of the offer for the position or end probationary status.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/06/2009

ESTABLISHED BY: Patricia Anderson

REVISED DATE:

REVISED BY:

CLASS HISTORY 12/2009 - This is a new class. This class will be part of a progressive class series.