



Career Service Authority

Vehicle Boot Investigator

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Enforces the payment of parking fines, fees, and/or penalties by locating and identifying delinquent offenders and citations, serves legal notices to registered owners, attaches boot devices to prevent vehicle motion, and acts as a special police officer for the City. .

DISTINGUISHING CHARACTERISTICS

This class enforces the payment of parking fines, fees, or penalties by locating and identifying delinquent offenders and citations. 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 as well as other City ordinances, rules, and regulations pertaining to vehicle issues. The Vehicle Boot Investigator is also distinguished from the Right-of-Way Enforcement Agent II 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 as well as other City ordinances, rules, and regulations pertaining to vehicle issues and performs entry level inspection work ensuring and enforcing compliance of City rules, regulation, and ordinances within the right-of-way and other permitted areas. Additionally, the Vehicle Boot Investigator is 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.

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:

By position, performs lead work.

ESSENTIAL DUTIES

Enforces the payment of parking fines, fees, or penalties by identifying, immobilizing, and releasing vehicles based on violations of city and state ordinances and facilitates the towing of vehicles when needed.

Investigates vehicles parked in various locations, identifies non-compliance vehicles using an on-vehicle computer, and searches for delinquent citations and/or offenders using a variety of databases/files.

Immobilizes and/or impounds vehicles based on court magistrates' orders for misuse of license plates, failure to appear in court, and/or other failure to comply court orders and serves legal notices when applicable.

Searches for stolen vehicles and attempt to locate vehicles which includes hit and run vehicles and persons of interest and notifies the proper authorities when a vehicle is found.

Issues written notices to vehicle owner, provides information explaining how to have a boot apparatus removed, and explains codes and state and city parking rules and regulations.

Issues citations for violations in the right-of-way in order to maintain a safe environment for citizens.

Stays alert to dangers such as working alone in secluded areas and/or dealing with potentially hostile and emotional contacts with the public. .

Operates vehicle and two-way radio in performance of duties.

Performs inspections of equipment for such things as fluid levels, leaks, condition of hoses and belts, tire pressure, brake lights, and related areas as may be required by agency or Colorado Department of Motor Vehicles.

Maintains daily activity reports.

By position, assists administration in coordinating the activities of the Parking Control Enforcement Teams.

By position, assists in directing traffic as needed.

By position, represents the city in court.

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

Knowledge of safety hazards and necessary precautions sufficient to be able to establish a safe work environment of self and others.

Knowledge of legal procedures and techniques regarding the application of booting devices and impounding vehicles without violation rights or compromising the county's legal standing.

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, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Balancing: maintaining body equilibrium to prevent falling over.

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

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

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

Handling: seizing, holding, grasping or otherwise working with hands.

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

Feeling: perceiving attributes of objects by means of skin receptors.

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

Hearing: perceiving the nature of sounds by the ear.

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

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

Lifting: raising or lowering an object more than 50 pounds.

Working Environment:

Temperature Changes: variations in temperature from hot to cold.

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

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

Pressure due to multiple calls and inquiries.

Subject to injury from moving parts of equipment.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of GED certificate.

Experience Requirement:

Two years of experience enforcing parking regulations.

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 and must be maintained as a condition of continued employment:

In accordance with the City Charter and The Denver Municipal Code, must obtain and maintain a Special Police Officer certification for the Manager of Safety Office.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 10/10/10

REVISED BY: Patricia Anderson

CLASS HISTORY This class specification was revised and updated.