

MINUTES OF CIVIL SERVICE BOARD
CITY OF SACRAMENTO
REGULAR MEETING FEBRUARY 21, 1979

The regular meeting of the Civil Service Board was called to order by Acting President Wilfred Street at 1:35 p.m. in the Personnel Department Conference Room, 801 Ninth Street.

Present: Luis Campos, Juanita Damerell, Wilfred Street, Ronald Wright.

Absent: None.

RESIGNATION OF PRESIDENT DONNA L. GILES FROM CIVIL SERVICE BOARD

Acting Secretary William Woska read President Giles' letter to Mayor Isenberg resigning from the Civil Service Board, effective February 7, 1979. Mrs. Giles will be the City's new Director of Personnel on March 3, 1979.

ELECTION OF PRESIDENT AND INTERIM VICE-PRESIDENT OF CIVIL SERVICE BOARD

The following members were elected by unanimous vote:

President Wilfred D. Street
Interim Vice-President Luis Campos

MINUTES OF MEETINGS HELD JANUARY 17; FEBRUARY 6; AND FEBRUARY 7, 1979:

Approved as submitted.

REPORTS

Acting Secretary William Woska reported that:

- a. Request for hearing was granted to Jose Urioste, Park Maintenance Worker III, before an Administrative Law Judge. The hearing has been set for May 17 and 18, 1979.
- b. Effective February 6, 1979, the Employee Relations Division was separated from the Personnel Department, and a new Department of Employee Relations was created.

ELIGIBLE REGISTER ESTABLISHED

<u>Exam.</u>	<u>Classification</u>	<u>Effective Date</u>	<u>Certification Date</u>	<u>Expiration Date</u>
#1631	Community Service Representative	2/14/79	3/1/79	2/13/80

(Mr. Wright arrived at 1:50 p.m.)

EXAMINATIONS TO BE ANNOUNCED

#1654 Drainage Foreman (Promotional)

MOTION: Mrs. Damerell moved to approve announcement #1654.

SECOND: Mr. Campos.

CARRIED: Unanimous vote.

#1655 EDP Programmer-Analyst

MOTION: Mrs. Damerell moved to approve announcement #1655.

SECOND: Mr. Wright.

CARRIED: Unanimous vote.

REQUEST FOR HEARING BEFORE CIVIL SERVICE BOARD TO APPEAL DISCIPLINARY ACTION
(continued from 2/6/79)

Raj Brar, Police Officer

As Attorney David Simmons was not present to discuss this item, the Board, by unanimous vote, continued the matter to the next regular meeting.

REQUEST FOR TRANSFER

Warner J. Herndon, Tree Trimmer Trainee to Park Maintenance Worker I

MOTION: Mr. Wright moved to approve the requested transfer to be effective March 3, 1979.

SECOND: Mr. Campos.

CARRIED: Unanimous vote.

REQUEST FOR VOLUNTARY DEMOTION

Ronald R. Nichols, Fire Prevention Inspector I to Firefighter

MOTION: Mrs. Damerell moved to approve the requested voluntary demotion.

SECOND: Mr. Campos.

CARRIED: Unanimous vote.

AMENDMENT TO CLASSIFICATION PLAN

Adoption of New Classifications, Revised Specifications, Title Change

- a. Utility Billing Representative I)
- b. Utility Billing Representative II) second reading
- c. Utility Billing Representative III)

-3-

The class specification for Utility Billing Representative III was resubmitted, reflecting the amendments recommended by the Board on February 6. The specifications for Utility Billing Representative I and II were approved at first reading on February 6 and held over for action at this meeting.

MOTION: Mrs. Damerell moved to approve the new classifications of and specifications for Utility Billing Representative I, II, and III.
 SECOND: Mr. Campos.
 CARRIED: Ayes: Campos, Damerell, Street.
 Abstained: Wright (because of conflict of interest).
 Noes: None.

The Board requested a follow-up report listing the Utility Billing Division's employee reallocations when completed. Staff agreed to submit such a report.

d. Recreation Supervisor I to Recreation Supervisor) second
 e. Recreation Supervisor II to Senior Recreation Supervisor) reading

MOTION: Mr. Wright moved to approve the revised specifications and title changes.
 SECOND: Mr. Campos.
 CARRIED: Unanimous vote.

f. Parking Lot Attendant to Parking Lot Attendant I)
 g. Parking Lot Attendant II) first and second
 h. Parking Lot Foreman) reading

Associate Personnel Analyst Julie Mayesh presented a classification study of classes in the Parking Lot Attendant series. Because of expanded off-street parking operations, changes in personnel staffing were also required. It was recommended by staff that a new class of Parking Lot Attendant II be established; that Parking Lot Attendant be changed to Parking Lot Attendant I; and that specification revisions be adopted for Parking Lot Attendant I and Parking Lot Foreman.

The union and the department have indicated approval of the proposals and, therefore, the Board was requested to adopt the recommendations at this meeting.

MOTION: Mr. Wright moved to adopt the proposed amendments to the classification plan.
 SECOND: Mrs. Damerell.
 CARRIED: Unanimous vote.

DISCUSSION REGARDING CIVIL SERVICE BOARD RECOMMENDATION TO CITY COUNCIL
CONCERNING AFFIRMATIVE ACTION (continuation from 1/17/79)

A draft of a letter, which incorporated the proposed recommendations expressed by Mr. Wright at the January 17 meeting, to the City Council was submitted by Mrs. Damerell, and discussion followed.

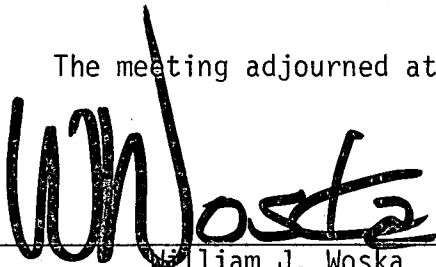
- MOTION: Mrs. Damerell moved that the letter, as amended, be forwarded to the City Council.
- SECOND: Mr. Wright.
- CARRIED: Ayes: Campos, Damerell, Wright.
Noes: Street.

A copy of the letter is attached and made a part of these minutes.

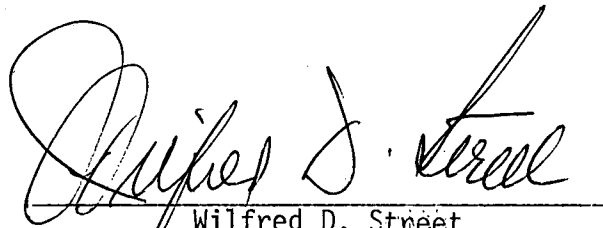
FAREWELL TO MR. RONALD H. WRIGHT

Farewell and best wishes were expressed to Mr. Wright. Mr. Wright, effective March 1, 1979, will be employed by Stationary Engineers Local 39.

The meeting adjourned at 2:30 p.m.



 William J. Woska
 Acting Secretary



 Wilfred D. Street
 President

Attachment

UTILITY BILLING REPRESENTATIVE I

NATURE OF WORK:

Under close and continuous supervision receives training in and performs routine clerical and public contact work in the Utility Billing Division of the Finance Department.

DISTINGUISHING CHARACTERISTICS:

The Utility Billing Representative I classification is the first level in the Utility Billing Representative classification series and serves as the entry/training level.

Employees in this classification normally work under close and continuous supervision performing a group of repetitive or closely related utility billing duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern which has been established and explained before work is started. Generally work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise.

This classification is distinguished from other entry-level clerical classifications by the performance of clerical duties unique to the Utility Billing Division and is distinguished from the Utility Billing Representative II classification in that it is a trainee classification assigned to learn routine and repetitive clerical duties, while the Utility Billing Representative II performs increasingly responsible clerical duties requiring some initiative and independent judgment.

EXAMPLES OF DUTIES:

As a Utility Billing Representative I, learns how to:

Receive telephone and walk-in customers' utility requests and complete Utility Billing Change Forms in order to start, stop, change, or delete account transactions and utility services, computing and prorating charges from established schedules.

Read and respond by telephone or form letter to routine inquiries, referring inquiries that need detailed responses to a supervisor.

Retrieve data processing information concerning status or history of accounts by using microfiche, computer printouts, and other computer documents in order to respond to customers' inquiries and complaints.

Explain billing procedures and answer customers' complaints in accordance with established policy.

Maintain and file a variety of utility documents in alphabetical, chronological, or numerical order.

Refer requests for special garbage service or complaints about garbage service to Waste Removal Division.

EXAMPLES OF DUTIES: (Continued)

Submit requests for route reports to Waste Removal to verify service rendered, issuing credit to customer if approved by Waste Removal.

Submit requests for inspection reports to the Field Representatives to verify status of property.

Make up and send out handwritten bills to customers who either lost or never received their original bills.

Operate a variety of office equipment such as calculators, computer terminals, copy machines, mail stuffing machines, microfiche readers, microfilm readers, microfilmers, and telephones.

Process duplicate bills for checks received without bills.

Perform related duties as required.

DESIRABLE QUALIFICATIONS:

Any experience or training which will provide the necessary knowledges, abilities, and skills is desirable.

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

The basic elements of good English usage, spelling, filing, and arithmetic.

Ability to:

Read, write, speak, and understand the English language at a level necessary for efficient job performance.

Perform routine clerical work including arithmetical computations with speed and accuracy.

Understand and follow oral and written instructions.

Deal effectively and tactfully with the public by telephone or in person.

Maintain cooperative working relationships with co-workers and other City employees.

Learn assigned tasks readily and adhere to prescribed routines, office rules, methods, and policies.

Operate a variety of office equipment such as calculators, computer terminals, copy machines, mail stuffing machines, microfiche readers, and microfilm readers.

Skill in:

Communicating clearly and dealing with the public in an effective and tactful manner.

Adopted:

2/21/79

Revised:

~~3/21/79~~

Title Change:

Abolished:

Class Code:

UTILITY BILLING REPRESENTATIVE IINATURE OF WORK:

Under general supervision, performs routine clerical and public contact work in the Utility Billing Division of the Finance Department.

DISTINGUISHING CHARACTERISTICS:

The Utility Billing Representative II is the second level in the Utility Billing Representative classification series and serves as the journey-level.

Employees in this classification normally work under general supervision performing a wide variety of utility billing duties requiring a knowledge of departmental procedures and precedents, and the ability to choose among a limited number of alternatives in solving routine problems. Most assignments at this level are determined by the natural flow of work and are performed without specific instruction. Work methods are expected to follow standard practices except when unusual or difficult cases occur, when more specific instructions may be given. Employees in this class are guided in their tasks by manuals, office directives, and supervision. They function within these guidelines, utilizing independent judgment in routine assignments. Work is normally reviewed only for overall results.

This classification is distinguished from other journey-level clerical classifications by the performance of clerical duties unique to the Utility Billing Division. Utility Billing Representative II is distinguished from Utility Billing Representative I in that it performs at the journey level while the latter is an entry-level classification. This classification is distinguished from Utility Billing Representative III in that it does not perform as a supervisor nor does it have the latitude of decision-making assigned to the Utility Billing Representative III.

EXAMPLES OF DUTIES:

Receives telephone and walk-in customers' utility requests and completes Utility Billing Change Forms in order to start, stop, change, or delete account transactions and utility services, computing and prorating charges from established schedules.

Reads and responds by telephone or form letter to routine inquiries, referring inquiries that need detailed responses to a supervisor.

Retrieves data processing information concerning status or history of accounts by using microfiche, computer printouts, and other computer documents in order to respond to customers' inquiries and complaints.

Explains billing procedures and answers customers' complaints in accordance with established policy.

EXAMPLES OF DUTIES: (Continued)

Maintains and files a variety of utility documents in alphabetical, chronological, or numerical order.

Refers requests for special garbage service or complaints about garbage service to Waste Removal Division.

Submits requests for route reports to Waste Removal to verify service rendered, issuing credit to customer if approved by Waste Removal.

Refers non-routine problems and/or overly irate customers to a supervisor.

Submits requests for inspection reports to the Field Representatives to verify status of property.

Makes up and sends out handwritten bills to customers who either lost or never received their original bills.

Operates a variety of office equipment such as calculators, computer terminals, copy machines, microfiche readers, microfilm readers, microfilmers, and telephones.

Processes duplicate bills for checks received without bills.

Prepares refund claim forms for authorized person's signature.

Assists in training new employees to perform similar work.

Performs related duties as required.

DESIRABLE QUALIFICATIONS:

One year of experience as a career Utility Billing Representative I with the City of Sacramento.

OR

One year of recent experience which involved (1) performing financial, statistical, or other arithmetical record-keeping duties and (2) frequently providing financial, credit, or account information to customers; or (3) performing utility billing duties with a governmental or public agency.

(Note: After the incumbent of a career Utility Billing Representative I position completes at least twelve (12) months training as a Utility Billing Representative I, and with the recommendation of the Department Head, the position may be reallocated to the Utility Billing Representative II classification in accordance with Civil Service Board Rules and Regulations.)

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

The elements of good English usage, spelling, filing, and arithmetic.
Methods and procedures used in financial clerical work.
Modern office methods, terminology, supplies, and equipment.

Ability to:

Read, write, speak, and understand the English language at a level necessary for efficient job performance.

KNOWLEDGES, ABILITIES, AND SKILLS: (Continued)

Ability to: (Continued)

Make arithmetical computations rapidly and accurately.
Analyze situations accurately and adopt an effective course of action in accordance with established policies, regulations, and procedures.

Understand and follow written and oral instructions.

Deal effectively and tactfully with the public by telephone or in person.

Maintain cooperative working relationships with co-workers and other City employees.

Operate a variety of office equipment such as calculators, computer terminals, copy machines, microfiche readers, and microfilm readers.

Train others to perform similar work.

Skill in:

Making arithmetical computations, filing, maintaining office records, and operating office equipment.

Communicating clearly and dealing effectively and tactfully with the public.

Adopted: 2/21/79

Revised: ~~4/1/79~~

Title Change:

Abolished:

Class Code:

UTILITY BILLING REPRESENTATIVE IIINATURE OF WORK:

Under direction, supervises assigned staff and performs specialized clerical and public contact work in the Utility Billing Division of the Finance Department.

DISTINGUISHING CHARACTERISTICS:

This is the third level in the Utility Billing Representative classification series and serves as the working supervisor level responsible for one or more specialized utility billing functions such as: metered accounts, non-routine correspondence, perfected liens, refunds, school accounts, or training of all new employees.

Work performed by employees is not subject to detailed review, although errors may be of considerable consequence. Duties require interpretation of written documents, the independent development of information necessary to complete job assignments, the determination of work priorities, and the exercise of initiative, all within general policies and procedures.

This classification is distinguished from other senior level clerical classifications by the performance of supervisory and clerical duties unique to the Utility Billing Division.

Utility Billing Representative III is distinguished from Utility Billing Representative II in that it is a working supervisor class with responsibility for one or more specialized clerical functions within the Utility Billing Division, while the Utility Billing Representative II is not supervisory and performs routine utility billing work within a well-defined framework of policies and procedures.

EXAMPLES OF DUTIES:

Develops and conducts training of staff and new employees, monitoring telephone calls, and reviewing error listings and computer input documents as part of training program.

Makes assignments, reschedules due to absences, and schedules work breaks in order to maintain full telephone and public counter coverage.

Gives out and receives sensitive or confidential information regarding customers with delinquent bills.

Evaluates clerical procedures and makes revisions or recommendations for revisions to superiors.

Evaluates the work of subordinate staff to insure work standards are being met and to determine training needs.

Interviews and recommends the selection of new employees.

EXAMPLES OF DUTIES: (Continued)

Reviews computer update documents in order to correct errors made on previous input.

Requisitions supplies, services and equipment for the Division from outside vendors and Central Stores and approves payment of bills.

Approves or denies claims for refunds up to \$100 after reviewing account and adjusting credits.

Processes and maintains perfected lien document records.

Processes and maintains records for metered accounts and school accounts.

Sets up new accounts from a review of City building permits.

Sets up and maintains vacancy account records.

Composes explanatory correspondence in order to respond to non-routine written or verbal customer inquiries.

Takes over dealings with irate and/or problem customers at the counter or on the telephone when subordinates feel they can no longer handle the situation or the customer has demanded to speak with the supervisor.

Participates in work performed by Utility Billing ~~Staff~~ ^{Staff} as necessary to maintain an even work flow.

Performs related duties as required.

DESIRABLE QUALIFICATIONS:

Experience:

Two years of experience as a career Utility Billing Division employee at the level of Utility Billing Representative II or similar or related classification which provides the required knowledges, abilities, and skills.

OR

Three years of recent experience which involved (1) performing financial, statistical, or other arithmetical record-keeping duties and (2) frequently providing financial, credit, or account information to customers; or (3) performing utility billing duties with a governmental or public agency.

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

Modern office organization, procedures, supplies and equipment.

First line supervision techniques and training.

Modern business correspondence and record-keeping systems.

Correct business English usage, spelling, grammar, punctuation, and terminology.

Utility billing and collection procedures.

Ability to:

Read, write, speak, and understand the English language at a level necessary for efficient job performance.

KNOWLEDGES, ABILITIES, AND SKILLS: (Continued)

Ability to: (Continued)

- Plan, assign, review, and supervise the work of clerical employees.
- Understand, interpret, apply, and explain laws, regulations, rules, policies, and procedures.
- Revise and adopt work procedures and record-keeping systems.
- Perform specialized utility billing clerical work involving independent judgment within general policies and procedures.
- Compose letters and reports relative to departmental policies and procedures.
- Keep a variety of records, assemble and organize data, and prepare reports from such data.
- Make arithmetical computations rapidly and accurately.
- Deal effectively and tactfully with the public by telephone or in person.
- Maintain cooperative working relationships with co-workers and other City employees.
- Operate a variety of office equipment such as calculators, computer terminals, copy machines, microfiche readers, and microfilm readers.

Skill in:

- Applying the principles of effective supervision and training.
- Communicating clearly and dealing effectively and tactfully with the public.
- Making arithmetical computations, filing, maintaining office records, and operating office equipment.

Adopted:

2/21/79

Revised:

efz

Title Change:

Abolished:

Class Code:

RECREATION SUPERVISOR

NATURE OF WORK:

Under general supervision, a Recreation Supervisor has responsibility for the direct supervision of recreation leaders and subordinate staff engaged in recreation activities conducted on parks, playgrounds, centers, or in specialized facilities.

DISTINGUISHING CHARACTERISTICS:

This class differs from that of Senior Recreation Supervisor in that the latter has administrative and supervisory responsibility for programs in a large area comprising several districts within the City or a major section of the Recreation Division.

EXAMPLES OF DUTIES:

Plans, schedules and directs the work of part-time and seasonal employees.

Supervises adult and youth in a variety of recreational activities and programs.

Carries out departmental rules and regulations.

Conducts recreation clinics in connection with the junior golf program, tennis, hunter safety, and other sports activities.

Organizes, schedules and supervises such recreational activities as athletic leagues, hobby and handicraft shows, parades, contests and tournaments, and special shows and events for particular holidays and seasons.

Supervises City-wide programs in crafts, music, drama or dance, and instructs recreation leaders and teachers in the various recreation specialties.

Designs and paints scenery, gathers stage props, arranges displays and performs various art work including sketches, designs for posters and costumes.

Prepares schedules and assignments for subordinate personnel.

Prepares preliminary budgets and requests equipment and supplies.

Provides in-service training and reviews the work of part-time personnel.

Performs related duties as required.

DESIRABLE QUALIFICATIONS:

Education:

Graduation from an accredited college or university with specialization in recreation, leisure services, or a related field.

DESIRABLE QUALIFICATIONS: (Continued)Experience:

None required.

KNOWLEDGES, ABILITIES, AND SKILLS:Knowledge of:

The philosophy, principles, and practices of public recreation programs.

Major sports, games, arts and crafts, dramatics, music, and other recreational activities suitable for children, adolescents, and adults.

Facilities and equipment needed in a broad and comprehensive recreational program.

First Aid methods and safety precautions related to recreational settings.

Principles of training and supervision.

Ability to:

Plan, coordinate, and direct recreation programs.

Plan, assign, coordinate, schedule, and supervise the work of professional and subprofessional recreation personnel.

Effectively participate in a continuing in-service training program.

Instruct individuals in game, play, and other activities.

Speak before groups.

Maintain records and prepare reports.

Establish and maintain cooperative working relationships with employees, school officials, and the general public.

Adopted: 1/1/67

Revised: 2/21/79

Title Change: 2/21/79

Abolished:

Class Code:

SENIOR RECREATION SUPERVISORNATURE OF WORK:

Under direction, a Senior Recreation Supervisor has total responsibility for the administration and coordination of leisure services within a section of the Recreation Division such as Sports, Aquatics, Senior Citizens, Camp Sacramento, or such major programs.

DISTINGUISHING CHARACTERISTICS:

This class differs from a Recreation Supervisor in that incumbents of the latter class have supervisory responsibility for portions of programs which a Senior Recreation Supervisor manages.

EXAMPLES OF DUTIES:

Plans, assigns, and supervises the work of recreation supervisors and recreation leaders in a variety of recreation activities including dance, drama, music, arts and crafts, tournaments, contests, picnics, swimming, and other events and activities.

Plans, and participates in the in-service training of subordinate recreation supervisors and recreation leaders.

Coordinates the hiring of part-time and seasonal personnel.

Coordinates the operation, maintenance and repair activities of all City swimming pools or Camp Sacramento.

Plans, schedules and directs the work of a section such as playgrounds, sports, aquatics, senior citizens, Camp Sacramento.

Prepares schedules and assignments, organizes work and sets priorities.

Reviews and evaluates the work of subordinates.

Designs, evaluates and recommends continuance, modification or cancellation of recreational programs.

Establishes procedures.

Prepares and submits budgets, new equipment specifications and routine and special reports to General Recreation Supervisor.

Provides guidance to staff by making decisions, solving problems and interpreting policy.

Performs related duties as required.

DESIRABLE QUALIFICATIONS:Education:

Graduation from an accredited college or university with specialization in recreation, leisure services, or a related field.

Experience:

Two years of full-time paid work experience organizing, planning, and supervising a variety of recreational activities or programs.

KNOWLEDGES, ABILITIES AND SKILLS:

Knowledge of:

The philosophy, principles, and practices of public recreation programs.

Major sports, games, arts and crafts, dramatics, music, and other recreational activities suitable for children, adolescents, and adults.

Facilities and equipment needed in a broad and comprehensive recreational program.

First Aid methods and safety precautions related to recreational settings.

Principles of training and supervision.

Ability to:

Plan, coordinate, and direct recreation programs.

Plan, assign, coordinate, schedule, and supervise the work of professional and subprofessional recreation personnel.

Effectively participate in a continuing in-service training program.

Instruct individuals in game, play, and other activities.

Speak before groups.

Maintain records and prepare reports.

Establish and maintain cooperative working relationships with employees, school officials, and the general public.

Manage a specialized or large comprehensive major City-wide recreation program of considerable complexity.

Adopted: 1/1/67

Revised: 2/21/79

Title Change: 2/21/79

Abolished:

Class Code:

PARKING LOT ATTENDANT I

NATURE OF WORK:

Under supervision, directs vehicles to available parking spaces and collects and accounts for parking fees on a City operated parking lot. Performs routine custodial work at the assigned parking lot.

DISTINGUISHING CHARACTERISTICS:

Parking Lot Attendant I is the entry-level class in the Parking Attendant series performing routine parking attendant duties under supervision. Positions in the class work under the supervision of a Parking Lot Foreman, but may receive direction from a Parking Lot Attendant II. This class differs from the next higher class of Parking Lot Attendant II in that the latter is the lead parking lot attendant responsible for the operation of a parking facility during an assigned shift.

EXAMPLES OF DUTIES:

- Gives claim checks to and directs drivers to parking spaces.
- Informs other attendants of available parking spaces from an overhead observation point.
- At an exit station, computes time parked, amounts of fees, and collects parking fees.
- Separates validation tickets, counts and rolls coins, and makes up change bags.
- Records transactions and secures cash and tickets collected.
- Operates automatic revenue control equipment.
- Gives routine information and directions to the public such as location of streets, buildings, and points of public interest.
- Checks and adjusts time-date clocks and replaces ribbons and contact points. Loads automatic dispensers.
- Performs minor custodial work such as sweeping stairways, washing windows, keeping entrances and exits clean, washing floors, and cleaning restrooms.
- Reports all necessary repairs and maintenance of lot surface, bumpers and other installations to supervisor.
- Reports accidents occurring on parking lot.
- May assist in demonstrating work procedures and methods to new parking lot attendants.
- Performs other duties as assigned.

DESIRABLE QUALIFICATIONS:

Experience:

Six months of full-time, paid work experience that involves dealing with the public and performing cash transactions.

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

Basic arithmetic including addition, subtraction, multiplication, division.

Ability to:

Deal courteously and tactfully with the public.
Understand and follow written and oral instructions.
Read and write English at a level necessary for efficient job performance.
Compute parking fees.
Keep written records of cash and ticket transactions and related parking lot activities.

Skill in:

Making change rapidly and accurately.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid Class III California Driver License at time of appointment.

Adopted:

Revised:

2/21/79

Title Change:

2/21/79

Abolished:

Class Code:

PARKING LOT ATTENDANT II

NATURE OF WORK:

Under general supervision, is responsible for the operation of a City-owned parking lot on an assigned shift.

DISTINGUISHING CHARACTERISTICS:

The Parking Lot Attendant II class is responsible for the operation of a parking lot on an assigned shift. Positions in the class work under the general supervision of a Parking Lot Foreman and perform their duties in accordance with established policies and procedures. Positions in the class provide work direction and guidance to Parking Lot Attendant I positions.

The next lower class of Parking Lot Attendant I is the entry-level class performing routine parking attendant duties under supervision.

The next higher class of Parking Lot Foreman is responsible for supervising the operations and personnel of one or more assigned parking lots, including the record keeping and monetary accounting for all hours of the lot(s) operation. Positions in the class exercise supervision over Parking Lot Attendants.

EXAMPLES OF DUTIES:

Performs all the duties of a Parking Lot Attendant I. In addition:
Supervises and participates in the operation of a City-owned off-street parking lot.

Instructs and directs the work of subordinate employees.

Requests relief Parking Lot Attendants as needed.

Completes daily reports of parking lot operations and monetary transactions for an assigned shift. Collects employees' daily time reports and other parking lot transactions.

Inspects lot for neat and safe conditions.

Corrects minor malfunctions of parking lot equipment such as automatic gate machines and time-date clocks.

Relieves other Parking Lot Attendants as necessary.

Performs other duties as assigned.

DESIRABLE QUALIFICATIONS:

Experience:

Six months full-time, paid experience performing duties comparable to those of a Parking Lot Attendant I.

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

Basic arithmetic including addition, subtraction, multiplication, division.
Parking lot operations.

Ability to:

Deal courteously and tactfully with the public.
Understand and follow written and oral instructions.
Read and write English at a level necessary for efficient job performance.
Compute parking fees.
Keep written records of cash and ticket transactions, and related parking lot activities.

Skill in:

Making change rapidly and accurately.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid Class III California Driver License at time of appointment.

Adopted:

2/21/79

Revised:

Title Change:

Abolished:

Class Code:

PARKING LOT FOREMAN

NATURE OF WORK:

Under direction, is responsible for the safe and efficient operation of one or more City-owned off-street parking lots during all hours of operation, including supervision of subordinates on all shifts.

DISTINGUISHING CHARACTERISTICS:

The Parking Lot Foreman class is responsible for supervising the operations and personnel of one or more assigned parking lots, including the record keeping and monetary accounting for all operational hours. Positions in the class exercise supervision over Parking Lot Attendants.

The next lower class of Parking Lot Attendant II is responsible for the operation of a parking lot on an assigned shift and includes lead responsibility over subordinate positions.

EXAMPLES OF DUTIES:

Supervises and participates in the operation of one or more City-owned off-street parking lots.

Instructs, directs, evaluates, and disciplines assigned employees.

Requests relief Parking Lot Attendants as needed and relieves subordinate personnel when necessary.

Inspects parking lot equipment and premises on a regular basis, corrects minor malfunctions and reports needed custodial maintenance and repair services to appropriate personnel.

Investigates and reports all accidents occurring on the parking lot.

Collects, counts, checks, and reconciles receipts, cash deposits, tickets, employee time reports, and other records related to parking lot transactions and activities for all operational hours on a daily basis.

Resolves discrepancies in records as needed and prepares daily and monthly summary reports from data collected.

Provides information to and handles complaints from the public regarding parking facilities and parking operations.

Provides information to the Parking Supervisor regarding parking lot operations and personnel.

May make revenue deposits on a daily basis.

Performs other duties as assigned.

DESIRABLE QUALIFICATIONS:

Experience:

One year of full-time, paid work experience performing duties comparable to those of a Parking Lot Attendant II.

or

Permanent status in the class of Parking Lot Attendant II.

KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of:

Parking lot operations, including revenue collection and control, ticketing, and traffic control.

Supervisory methods and techniques.

Basic arithmetic including addition, subtraction, multiplication and division.

Ability to:

Perform minor mechanical repairs on time-clocks, automatic ticket dispensers, automatic gate machines, cash registers, or related parking lot equipment.

Plan, assign, and supervise the work of others.

Establish and maintain effective working relationships with employees and the public.

Skill in:

Synthesizing and summarizing data for revenue control reports.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid Class III California Driver License at time of appointment.

Adopted:

Revised: 2/21/79

Title Change:

Abolished:

Class Code: