**Class Summary**

The responsibilities of this classification include managing the operation of the parking fee collection system, including troubleshooting and performing regular maintenance of parking fee collection machines in various King County parks, data collection, reporting, cash collection, and enforcement. Incumbent serves as lead to parking staff.

**Distinguishing Characteristics**

This is a single level classification. Incumbents in this classification work independently to troubleshoot parking electronic devices, track inventory, prepare and maintain records, and work with the public. Lead duties include overseeing the customer service and work product of team members and handling difficult or unusual situations or issues.

This classification is distinguished from the Parking Attendant classification in that the Parking Specialist acts as a lead with a primary focus of overseeing the parking operation for various King County parks in multiple locations throughout the county. The Parking Attendant directs customers to parking stalls, collects money and monitors all parking areas for violations in a county parking facility.

**Examples of Duties**

1. Manage operation and maintenance of the parking fee collection system, including data collection and maintenance; prepare detailed reports as required.
2. Monitor parking fee collection process; review machine audit reports submitted by cash handlers for accuracy; research discrepancies and follow through with machine repairs or make recommendations as needed.
3. Troubleshoot and perform regular maintenance of parking fee collection machines.
4. Oversee parking enforcement; write legible violation notices.
5. Oversee the maintenance and repair of parking equipment within established guidelines; communicate with vendors for repair and replacement of machine parts; maintain records of all machine repair calls, actions taken, outcomes and follow-ups; handle shipping, receiving, storage and inventory of parking machine replacement parts, ticket paper, violation notices, and informational flyers.
6. Identify, coordinate and assign tasks to the parking system temporary employees and volunteers; assist with recruiting, hiring and training of temporary staff.
7. Monitor, evaluate and record work processes related to parking fee systems and make recommendations for improvement.
8. Answer calls from park patrons and respond to complaints received within appropriate established timelines.
9. Manage record keeping system for parking violations and payment of fines, if assessed. Track percentage of fee payment compliance.
10. Work with park maintenance staff and crafts crew for support of the parking system maintenance and operation as needed.
11. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of the basic functions and troubleshooting of various electronic and mechanical equipment components

Knowledge of the basic laws of electricity and related safety procedures

Knowledge of procedures for working in confined spaces

Knowledge of the safe operation and maintenance of assigned equipment and tools

Knowledge of procedures for working safely in areas with vehicle traffic

Skill in communicating effectively verbally and in writing; and in understanding written and oral instructions

Skill in problem-solving, conflict resolution, and decision making;

Skill in handling difficult situations with subordinates and the general public

Skill in leading, training and directing work team members

Skill in planning, organizing, troubleshooting

Skill in handling multiple competing priorities within tight timelines

Skills in reading and analyzing audit reports

Skill in recognizing and troubleshooting safety hazards

Skill in safe operation of trucks and vans

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Valid Washington State Driver’s License

Successful completion of a background check

Ability to work outside in various weather conditions

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** | 8 |
| **Levels within same series** | None |
| **Class History** | 11/2005 – Created  05/2008 – Updated font and format |