

TRAVERSE CITY DOWNTOWN DEVELOPMENT AUTHORITY
Job Description

Parking Services Office Clerk

Supervised By: Parking Support Specialist/Parking Administrator
Supervises: None
Job Type: Clerical

General Summary:

Under the supervision of the Parking Support Specialist, or the Parking Administrator, provide a variety of clerical support services for Traverse City Parking Services (TCPS). The Office Clerk is the first contact person to customers visiting or calling the TCPS office. Due to the nature of the job, the individual must have the ability to effectively listen and communicate to the general public on a variety of parking related questions/concerns/complaints and/or service questions. This position requires excellent customer service skills, the ability to effectively multi-task, and the capability to work comfortably with general financial operations. This includes accountability of hourly parking fees, permit sales, and acceptance of fines from parking violations. Computer knowledge and skills are necessary due to various computer systems used to operate and maintain parking system management equipment.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provide direct clerical support service for Traverse City Parking Services.
2. Have the ability to be personable and pleasant to a variety of individuals on the phone, visiting the office, and accepting payments for parking services.
3. Ability to operate general office equipment such as a multi-line telephone system, intercoms, copy/fax machine, and Windows operating system computers with MS Office products.
4. Process payments from customers for hourly parking fees, parking permit sales, downtown gift certificate sales, meter bagging fees, and payments made to the Parking Violations Bureau for parking tickets.
5. Responsible for processing and data entry for parking permit sales.
6. Ability to quickly learn and utilize the different types of computer operating systems that are used by Traverse City Parking Services which may include, but not limited to, the following: Financial transactions; Inquiry searches for customer records and financial data; Data entry for permits and parking tickets; Generate and interpret revenue reports; Provide data analysis reports as requested by the Administrator
7. Must be self-motivated, prioritize work items, and have the capability to work alone for extended periods (up to 9hrs.) without direct supervision.
8. Answer questions related to contested citations and place citations on appeal when needed.

PARKING SERVICES OFFICE CLERK

Job Description

Page 2

9. Assists Parking Support Specialist in reviewing and preparing citation notices
10. Enter meter bag requests in accordance to meter bag policy.
11. Assist customers with website payments and account information.
12. Cash handling during community events.
13. Perform other functions and/or tasks as directed by TCPS Administration and/or DDA Administration.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. High School diploma or equivalent.
2. Skill in the operation of a computer and its software components, calculator, copier and other standard office equipment.
3. Knowledgeable of standard office practices and procedures.
4. Ability to hear and speak clearly.
5. Must be able to see and read information.
6. Must have clear and legible handwriting.
7. Must be able to comprehend processes and solve problems independently.
8. Must be able to recall repetitive information.
9. Must be suited to a fast paced work environment and keep a pleasant and professional attitude.
10. Ability to understand and follow complex oral and written instructions as well as possess the capability to carry them out independently.
11. Must be open to irregular work hours including early mornings, nights and weekends. Summer availability is required.
12. Must possess and maintain a valid driver's license.
13. Must be able to pass a background check performed by the Traverse City Police.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee must frequently lift and/or move medium weight items. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Employee must have the capability to stand and work from standing, bending and twisting position for durations of up to 8 hours. Occasionally, the employee will be asked to perform the duties of this job outside in environmental conditions.

Tools and Technology

Must be proficient with personal computers including Microsoft Office. Will be expected to become familiarized with a variety of parking control equipment.

Revised November 2013

PARKING SERVICES OFFICE CLERK

Job Description

Page 3