

Downtown Development Authority
Auto Parking Services
Job Description

Title: Auto Parking Services Office Clerk

General Summary:

The Office Clerk works under the supervision of the Auto Parking Administrator, or the Assistant to the Administrator, providing a variety of clerical support services for the Auto Parking System (APS). This position requires excellent customer service skills, the ability to effectively multi-task projects and the capability to work comfortably with general financial operations.

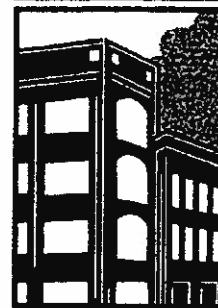
The Office Clerk is the first contact to customers for the Auto Parking System (APS). Due to the nature of the job, the individual must have the ability to effectively listen and communicate to the general public on a variety of parking related questions and/or concerns. The Office Clerk will be responsible for acceptance and processing of various financial transactions and possess a computer competence necessary to operate the software systems associated with those transactions.

Computer knowledge and skills are necessary due to various computer systems used to operate and maintain the Auto Parking System (APS) daily operations. This position requires a general understanding of governmental operations and procedures, as well as the ability to explain city ordinances to the general public.

Typical Duties:

1. As first contact person for the Auto Parking System, must have the ability to be personable and pleasant to a variety of individuals on the phone, visiting the office and serving as a cashier to vehicles exiting the parking deck.
2. Answers daily phone calls pertaining to general parking questions and concerns, as well as parking violation issuance complaints.
 - Ability to use multi-line telephone system
 - Handle multiple calls simultaneously
 - Able to hear and speak effectively and clearly in the English language
3. Utilize computer skills to operate and trouble shoot computer issues and use that knowledge to become familiar with the software systems used in the Auto Parking System.

DOWNTOWN
Traverse City



HARDY
PARKING DECK

Downtown
Development
Authority

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Downtown
Traverse City
Association

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P.O. Box 42

Traverse City, MI
49685-0042

231.922.2050
fax 231.922.4683
downtowntc.com

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Auto Parking
Services

303 E. State St.
Traverse City, MI
49685

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4. Must be able to operate general office related equipment and programs such as copy and fax machines, electronic communication equipment and Microsoft Office related programs. Also, be able to accurately file documents and provide data entry as needed.
5. Utilize the Parking Violations Bureau software to perform daily operations which may include but not limited to the following:
 - Perform financial transactions
 - Inquiry searches for customer financial data and records
 - Data entry of officer written parking violations
 - Generate and interpret reports for customers as well as reports requested by Administrators
 - Generate customer letters and mailings for unpaid parking violations
6. Must be able to meet customer needs and be responsive in a professional manner while assisting APS Administrators.
7. Must be suited to a fast paced work environment and keep a pleasant, professional manner.
8. Must be self-motivated with the aptitude to prioritize work items as they occur as well as have the capability to work alone for extended periods (such as 5-10 hours) without direct supervision.
9. Be able to assist with minor maintenance within the facility.
10. Be able to assist the Administrators with safety inspections of the building, health, and cleanliness items in the work place.

Additional Requirements:

1. High School diploma or equivalent, with additional applicable related course work as necessary to maintain abilities and skill.
2. Knowledge and ability to use office practices/procedures and various office equipment.
3. Basic knowledge and ability to use computers and their software operating systems.
4. Ability to establish and maintain effective working relationships with staff and customer/citizens of all ages.
5. Interpersonal skill level to professionally and courteously deal with customers/visitors in a positive, pleasant manner.
6. Individual may be asked to submit a handwriting sample for examination of legibility during interview.