

PARKING OPERATIONS ASSISTANT – SPRINGFIELD PARKING AUTHORITY

Under general supervision, the Parking Operations Assistant performs a variety of responsible, complex, professional administrative and analytical functions. The Parking Operations Assistant has a high daily volume of regular public contact, sometimes under stressful conditions, and works to resolve public complaints in the office setting and through telephone communication. The Parking Operations Assistant responds to questions, provides general direction to the public and information about local and state parking regulations and vehicle registrations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Handles regular office duties, e.g. filing, correspondence, mailing, answering phones and purchase of necessary office supplies.
2. Provides information and answers questions in person and over the telephone regarding parking regulations and vehicle registration requirements in both the City of Springfield and Commonwealth of Massachusetts.
3. Responsible for administrative support for Executive Director.
4. Coordinates Board meetings, properly posts board meeting notices with City Clerk and makes other arrangements as needed. Attends and transcribes minutes of SPA Board meetings.
5. Maintains logs for On & Off Street as well as Towing.
6. Coordinates IT needs and maintains website calendar.
7. Receives applications from various companies for intern's parking arrangements. Processes snow ban parking permits, verifies residency and vehicle registrations, reviews license plate for unpaid parking ticket fines, advises motorists that payments must be made (if necessary) prior to permits being issued.
8. Responsible for handling complaints about non-functional parking meters and reporting problems to the On-Street Manager and meter repair personnel. Reviews meter repair log and investigates outstanding items.
9. Responsible for other relevant On and Off Street parking related tasks, including but not limited to, processing temporary "NO PARKING" signs requests, collecting payments and maintaining databases which are communicated to the On-Street Manager and Parking Operator to ensure necessary tasks are performed.
10. Documents parking ticket complaints, reviews parking ticket appeals and forwards them to the Parking Operator to schedule the hearing.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

1. Proven verbal and written communication skills.
2. Demonstrate and utilize excellent listening and customer service skills.
3. Ability to provide excellent customer service to the public.
4. Ability to establish and maintain effective working relationships with a diverse group of individuals and strong interpersonal skills.

5. Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public.
6. Ability to read, understand and interpret manuals, ordinances, written policies and procedures, statutes, rules, regulations, memos, letters, reports, legal documents and the ability to read maps.
7. Working knowledge of office procedures, including business writing, spelling, and punctuation is essential.
8. Knowledge of policy and procedural concepts and the ability to assemble, analyze and organize data.
9. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists as well as the capability to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.
10. Skill in the use of personal computers and related software applications specifically; Microsoft Office Word, Excel, and Outlook.
11. Ability to understand and speak Spanish (in addition to English) is highly desired.

EDUCATION AND/OR EXPERIENCE:

Required: Possession of a high school diploma or GED and two to four years progressively responsible experience within a clerical field; or, any combination of training and experience that provides the above knowledge, abilities, and skills. Experience providing customer service to the general public.

CERTIFICATES, LICENSES, REGISTRATIONS:

1. Valid Massachusetts Driver's license.
2. CORI criminal background clearance and clearance of other background investigations as requested by the Board of Directors.

RESIDENCY & OTHER REQUIREMENTS

The Springfield Parking Authority requires its Parking Operations Assistant to reside within the City of Springfield. The successful applicant will be a current resident of the City of Springfield, or will be expected to assume such residency within six (6) months after commencement of work in the position.

There is a mandatory drug test which must be passed prior to the employment being offered to the successful candidate.