



Position Description / Announcement
 Anchorage Community Development Authority
Parking Services

700 W. 6th Avenue, Suite 206 Anchorage, Alaska 99501
www.AnchorageParking.com

Job Number: PSR 52008	Job Title: Parking Services Representative	Closing Date: May 12 at 5:00pm
Level 2 Pay Range: 2007 \$12.50 - \$17.50	Direct Report: Parking Services Manager & Parking Operations Director	FLSA: Non-Exempt
Schedule: Wednesday through Monday, 4pm – 12am. Schedule subject to change depending on workload and operational needs. May be required to work evenings, weekends and overtime depending on workload.		

TO BE ELIGIBLE FOR CONSIDERATION, THE FOLLOWING EXPERIENCE AND EDUCATION MUST APPEAR ON YOUR APPLICATION

Minimum Qualifications:

Education & Experience:

A High School Diploma or GED certificate or equivalent experience **and** (6) six months customer service compliance experience. Must possess a valid driver's license.

Strongly Preferred: applicants with working experience in enforcement and familiarity using basic software such as Excel and Word.

Prefer: Applicants with documented exceptional customer service in challenging work environments in adverse weather conditions.

Nature of Work:

Under general direction of the Parking Services Manager, performs parking enforcement; trouble shoots and maintains revenue equipment. Patrols all Municipal lots and garages and issues Parking Infractions via handheld PC and/or paper. Communicates closely with management and security to ensure customer safety and that vehicle security issues are resolved. Compiles and submits written and/or electronic logs and reports. Operates two-way radio. Interacts courteously and professionally with the public, co-workers and contractors.

Work Environment:

Duties are primarily performed outside under sometimes adverse weather conditions in garages and on surface lots. Revenue technician duties involve basic maintenance/upkeep.

Physical Requirements:

Ability to work in adverse weather, and challenging customer service situations; Lift and move objects weighing up to 50 pounds and Stand and walk the majority of shift on a variety of slopes and surfaces such as concrete and asphalt in sometimes heavy vehicle and pedestrian traffic.

Essential Duties:

- Monitors parking in accordance with established Policy & Procedures and guidelines
- Issues parking infractions via handheld and paper
- Monitors coin note trays & coin tubes; replaces as necessary
- Basic troubleshooting of revenue control equipment such as ticket and coin jams



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- Note vault replacement
- Lifts, opens, removes barricades as directed
- Completes reports, logs, and recaps
- Receives and responds to customer complaints; reports to management
- Test and observe software system functioning to verify correct operations and detect abnormalities.
- Identify problems and review related information to develop and evaluate options and implement solutions
- Monitors, empties ticket collection trays as required
- Maintain records of daily communication transactions, problems and remedial action taken
- Explains parking procedures and rules to customers
- Replaces parking ticket stock as needed in ticket dispensing machines
- Works closely with security to enforce safety in lots and garages
- Maintains a valid drivers license & driving record in accordance with ACDA policy
- Operates company vehicle for lot patrol
- Keeps vehicle and work area clean and orderly
- Works outside as necessary to conduct Special Event parking operations
- Performs other related duties, as assigned

Knowledge, Skills and Abilities:

- Ability to establish and maintain effective work relationships with co-workers & customers
- Ability to operate basic office equipment such as a cash register, handheld PC, desktop PC, phone, fax, copier & calculator
- Ability to complete basic math calculations
- Ability to lift up to 50 lbs
- Ability to perform minor repairs on revenue control gates
- Some stooping and bending required
- Ability to meet attendance and punctuality standards
- Must be safety conscious and follow safety rules and guidelines at all times
- Ability to communicate in English effectively orally and in writing; to write legibly; to read and understand written materials

Supervisory Responsibilities:

None.