

## **Senior Parking Attendant**

### **Task List**

#### **Workforce Management**

1. Estimates daily staffing needs based on various factors, such as past experience with traffic flow, peak traffic hours, and/or scheduled events, such as grand juries and scheduled filming in the area, in order to ensure assigned parking lots are adequately staffed and all scheduled breaks and lunches can be provided to staff without disruptions to service to customers.
2. Records time worked and availability of part-time Parking Attendants based on payroll records provided via email from the Payroll division on a bi-daily basis in order to ensure part-time Parking Attendants are available when needed and do not exceed the maximum number of hours provided in a given fiscal year.
3. Verbally assigns and reassigns Parking Attendants to various parking lot locations and assignments based on various factors, such as traffic flow, peak traffic hours, the availability of parking spaces, and/or the need to cover for breaks, lunches, or absenteeism in order to ensure timely service to customers.
4. Observes employee performance, reviews work of employees, and monitors job progress on a scheduled and unscheduled basis by visiting assigned parking lots in order to ensure Parking Attendants are satisfactorily completing service duties assigned to them.
5. Verifies and signs weekly hard copy time sheets completed by Parking Attendants every week to ensure accuracy of time records and submits timesheets to the designated Accounting Clerk so that time keeping records can be completed electronically and Parking Attendants are paid appropriately.
6. Completes event records at the closing of each event which includes figures on attendance, number of staff hours used, space used, number of parking personnel employed, and total parking revenue generated for reference in planning for the same or similar events in the future.
7. Verifies Parking Attendants review monthly training topics provided in department training manual, such as safe cash handling procedures or working safely during the summer heat, by reviewing the training topic with Parking Attendants during the start or end of their shift or during down time and addressing any questions the employees have in order to ensure Parking Attendants are up to date on

training topics and the department is in compliance with Cal/OSHA regulations.

8. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations; discusses evaluations with the employee in order to provide positive and negative feedback and identify developmental needs; and reports evaluations back to supervisor for further action.
9. Reviews and approves/disapproves requests for time off from Parking Attendants by considering factors such as staffing levels and planned special events to ensure subordinate time off will not have impact on providing service to customers.
10. Fulfills supervisory Equal Employment Opportunity (EEO) responsibilities such as conducting performance evaluations of subordinate personnel related to their required duties and provides counseling and/or disciplinary action if necessary, recommends training, and prepares all employees for advancement.

### **Work Site Visits and Inspections**

11. Visually inspects City vehicles used by elected officials for completion of non-mechanical service duties performed by Parking Attendants by checking factors such as fuel levels and overall vehicle cleanliness and ensures any missed service is addressed immediately to ensure City vehicles meet department standards when used by elected officials.
12. Performs safety inspections of parking areas periodically during shift by walking through parking areas and visually checking for safety hazards such as oil, water and gasoline spills; lighting outages, broken glass, and/or unsafe operation of City vehicles and either corrects hazards or reports hazards to appropriate individuals or other City departments for correction in order to maintain a safe parking area.
13. Performs inspections of parking areas periodically during shift by walking through parking areas and visually checking for availability of vacant parking spaces in order to estimate the need for changes in assignments and in directing the flow of traffic.
14. Verbally instructs Parking Attendants on the best placement of traffic cones and directional signs to control traffic flow and to get the optimal use out of available parking spaces in order to meet the parking needs for each day.

15. Closes parking lots by placing obstructions such as cones or chains at the entrance, and locking the door to the automated pay station, in order to prevent vehicles from parking in the lot or people from tampering with the pay station during non-operating hours.

### **Cash Management**

16. Assembles and distributes daily cash change funds to Parking Attendants prior to parking lots opening by counting allotted change and verifying cash provided to Parking Attendants by re-counting the funds with the Parking Attendant and recording the daily cash change funds received by the Parking Attendant on the Cash Fund Log to ensure all funds are accounted for and Parking Attendants are able to make change.
17. Distributes necessary forms and supplies such as three-part tickets, daily cash reports, and/or cash deposit envelopes to Parking Attendants to ensure Parking Attendants have the supplies necessary to record transactions and deposit funds in accordance with department policy.
18. Verbally instructs Parking Attendants regarding cash handling procedures, such as correct ways to make change, how to check for counterfeit currency and conditions under which large denomination bills can be accepted in order to protect against error and fraud in the collection of parking fees.
19. Verifies, collects and transfers the audit tickets for transactions made and cash revenue to a central location as collections are made throughout the day and records the sum of the transactions for each Parking Attendant up to that time on the money transaction logs and deposits the funds in the safe in order to properly track revenue and ensure the security of cash collected.
20. Tallies all of the records for each Parking Attendants for the entire day at the end of their shift, by comparing total cash turned in to paid parking tickets, cash register readings, and Cashier's daily summary and notes any discrepancies in records in a daily report as it occurs.
21. Completes an overall daily summary of all parking transactions for all Parking Attendants, including totals for cash and credit card transactions, number of paid parking tickets, number of voided parking tickets, number of validated parking tickets, number of unpaid parking tickets to be billed, number and amounts of refunds, and cash register readings and completes a daily transaction summary

from the automated pay stations in order to provide records for the Accounting Division for the purpose of final reconciliation.

22. Deposits previous day's revenue on a daily basis by delivering cash revenue envelopes and all accounting logs related to that day's revenue to the Accounting Section at City Hall in order to secure parking revenues.
23. Approves all voided parking tickets in special circumstances, such as when an error occurs or the parking will be sponsored by another department, and ensures all voided parking tickets are documented by the Parking Attendant in order to ensure records are complete and will balance.
24. Monitors deposits into the honor box and collects the revenue by visually checking for funds in slots corresponding with parking space numbers and issuing citations to vehicles that did not deposit money to ensure payment is received by every vehicle parked in the lot.
25. Monitors payments from monthly parking accounts and locks out vehicles that have not paid the monthly fee by the fifth of the month, by checking the payment report and deactivating monthly key cards that are not up to date on payment to ensure only paying customers have access to the parking lot.

### **Automated Pay Station Management**

26. Opens automated parking lots by unlocking access to automated pay stations and depositing daily cash change and supplies, such as receipt paper, into automated pay station by manually inserting bills and coins into the machine and replacing empty receipt rolls to ensure that automated pay stations are available to customers at the time the automated parking lot opens.
27. Monitors automated pay station throughout the day to ensure the pay station is sufficiently stocked on cash change and supplies and has not been tampered with due to attempts of theft in order to ensure service to customers without disruptions.
28. Collects parking revenues from automated pay stations as needed throughout the day when a large amount of revenue is collected and at the time the automated parking lot closes by verifying the revenues collected against the transaction summary printed from the automated pay station, prepares cash deposit envelope, and logs the deposit on a daily log in order to reconcile funds.

29. Closes automated parking lots by pulling daily cash change from the automated pay stations and locking access to automated pay stations in order to prevent theft during the hours the parking lot is closes and ensure security of the automated pay station.
30. Responds to requests from customers who press the assistance button at automated pay stations by receiving calls on a cell phone and answering questions such as how to submit a payment or resolving requests for additional change or supplied needed at the pay station in order to meet customer needs.

**Customer Service/Support Duties**

31. Visually checks incoming vehicles for display of proper parking authorization and tickets any vehicles parked illegally during peak periods or staffing shortages and tows any vehicles parked for over 72 hours, in order to provide adequate service to customers.
32. Operates a parking booth, including selling parking tickets, recording transactions, speaking with customers, and monitoring the parking lot area during peak periods or staffing shortages in order to cause the least amount of disruption to service to customers during these times.