

## **CITY OF DAHLONEGA, GEORGIA CLASSIFICATION DESCRIPTION**

**CLASSIFICATION TITLE: PARKING COMPLIANCE SPECIALIST**

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### **PURPOSE OF CLASSIFICATION**

Our uniform Parking Compliance Specialist will be visible during the day and at events to assist visitors with directions and recommendations. A Parking Compliance Specialist will have a high level of visibility, checking in on merchants, and proactively engaging visitors with a friendly greeting and thanking them for visiting downtown. The Parking Compliance Specialist will also serve as a primary point of contact for visitors and business owners in downtown Dahlonega and will support the Dahlonega Police Department in crime prevention. The Parking Compliance Specialist works directly for the Chief of Police.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Creates a more welcoming downtown environment for all residents, workers, and visitors to downtown Dahlonega; patrols the downtown on a regular schedule with a hospitality focus, providing a friendly source of directions, information and assistance for the residents, visitors, business owners and the general public.

Provides a welcoming presence through patrol and public assistance; provides assistance to visitors, merchants, the City Council, city staff and other community partners as they perform their duties to make the downtown district a more welcoming area.

Provides hospitality by offering directions, information, and escort services as needed, including carrying smart phone to show/direct to downtown Dahlonega locations or events; assists the Visitor's Center with traffic flow around the Visitor's Center, primarily with tour bus flow and their parking needs for loading and unloading; supports merchants by addressing their concerns and needs for service; acts as eyes and ears for public safety by educating, assisting and ticketing parking violations if required.

Reports on issues to Chief of Police and other relevant departments, including safety hazards, property damage, broken streetlights, graffiti, litter, landscaping issues, abandoned bikes, and loitering, etc.; supports marketing efforts of the convention and Visitor's bureau by distributing promotional materials.

Addresses nuisance activity through education, outreach and reminders of street and other ordinances regarding smoking, noise, open containers, aggressive panhandling, etc.; discourages problematic street behavior by educating on the law and expectation for appropriate behavior, by acting on behalf of merchants or stakeholders who complain, and/or by requesting the person to change their location.

Manages litter pick-up in path of travel; provides general support and reporting to the street department.

## ADDITIONAL FUNCTIONS

Performs other related duties as required.

## MINIMUM QUALIFICATIONS

High school diploma or equivalent. Any equivalent combination of education and experience is acceptable. Requires knowledge of or ability to learn the City's applicable ordinances, rules, regulations, policies, and procedures.

## PERFORMANCE APTITUDES

Data Utilization: Requires the ability to create clear and concise reports and maintain accurate records. Requires the ability to maintain alphabetical and chronological files.

Human Interaction: Requires the ability to establish and maintain relationships with City employees and the general public. Requires the ability to meet and handle tactfully the general public, sometimes in difficult and trying situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate a computer or typewriter.

Verbal Aptitude: Requires good knowledge of the English language and spelling. Requires the ability to communicate effectively, orally and in writing.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to understand and follow oral or written instruction.

Situational Reasoning: Requires the ability to handle confidential matters with discretion.

## ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

*The City of Dahlonega, Georgia is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the city will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

I understand the position description for my job and what is expected of me. I understand that this is what I will be evaluated on. Further, I am able to meet the working conditions and physical requirements as stated for the position that I hold or will hold.

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Employee Signature

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Date