

MAJOR FUNCTION

The Parking Ambassador will provide directions and assist citizens and tourists with useful information on parking activities and events within the area. This will include providing assistance and information on City of Tallahassee's applications used by citizens and visitors. The Ambassador will enforce local parking regulations and create positive public relations on behalf of the City of Tallahassee. Work is performed under the supervision of the Chief Customer Officer or his designee for Customer Operations in accordance with established administrative regulations. Work requires contact with the public, especially the motoring public. The employee must be able to exercise independent judgment with minimum supervision. Work is reviewed through analysis of reports, discussion, and through quarterly customer satisfaction surveys from citizens/customers.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

The Parking Ambassadors will patrol designated areas educating customers on parking, local venues, and use of the City of Tallahassee applications. When necessary, Ambassadors will issue citations for parking violations. Employee will be responsible for directing the public to the closest available parking lots when areas are congested for events such as football games and other public gatherings. The individual will monitor, track and report parking meter malfunctions, traffic signs which are down or missing, traffic lights that are not working properly, damaged streets, potholes and any other City related issues. Individual will provide daily written and oral reports for department records and ticket books. Employee will also provide courteous directional information on how to use the parking meter phone applications, and kiosks. Assists with opening and closing daily operations. They will advise and be experts on StarMetro, and other public transportation services. Performs related work as required.

Other Important Duties

Promote positive relationships between the City and its citizens/visitors. Participates in developmental/training opportunities as scheduled by supervisor.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the motor vehicle laws of the State of Florida and the ordinances of the City of Tallahassee, and principles and practices of cashiering, business math and procedures, methods and equipment with particular reference to receiving and accounting for the receipt of cash. Ability to analyze customer accounts, communicate payment information clearly and concisely. Ability to interpret and apply applicable laws, ordinances and other regulations relative to parking and traffic regulation. Ability to enforce regulations fairly and impartially. Ability to provide excellent customer service to the public and strong communication skills with the ability to prepare written reports in a concise and in a thorough manner. Individual must become familiar with all College and Downtown Stakeholders with a special emphasis on face-to-face interactions. Ability to learn the location and specific points of interest, buildings, public offices and facilities in and around the City, with the capability to direct traffic. Skilled in operation of radio and other department issued equipment such as ticket writer computer. Skilled in conflict resolution, de-escalation and interpersonal communication. Individual must be able to handle adversarial and/or irate customers and be responsive to complaints in a courteous, controlled, and professional manner. Physical ability to occasionally lift/push/pull/transport equipment and materials weighing up to 50 pounds and must be able to walk and stand for extended periods of time. Available to work late night and weekend hours if necessary, and work in conditions with exposure to extreme hot or cold weather conditions.

Minimum Training and Experience

Possession of a high school diploma or recognized certificate and one year of experience in a customer service role.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Note: Preference may be given to applicants that possess current certificates in First Aid and Cardiopulmonary Resuscitation (CPR).

Established: 08-08-19

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