

CITY OF ROCKVILLE CASHIER

CHARACTERISTICS OF CLASS

The Cashier performs intermediate clerical work involving the receipt and recordation of large amounts of money, usually received in small amounts. The incumbent must maintain accurate records of City-wide revenues and perform supporting functions which involve the utility billing system, the police department parking tickets, the license and inspection permit plan system, the disbursement of accounts payable checks, the operation of a City-run parking lot and credit card sales primarily for recreation programs. In addition the Cashier assists other division or department personnel in performance of revenue-related activities as needed. The incumbent works primarily independently with little direct supervision. Work is reviewed by the Revenue Supervisor for accuracy through perusal of reports and through audits and internal daily balances. Work requires intense daily contact with the general public and employees from all departments in accomplishment of division/department goals and objectives. Work often requires the exercise of extreme tact while under difficult and contentious circumstances. This position requires little or no physical effort in good working conditions.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES

- Receives, counts, balances, and reports cash and checks in payment of water and sewer bills, permits, fees, parking tickets and other financial obligations to the City.
- Issues receipts and records payments on cash register.
- Records payments by specified category and completes required reports, balancing to control totals.
- Segregates receipts by fund and prepares bank deposit slips; enters amounts in appropriate ledgers and reports.

**CITY OF ROCKVILLE
CASHIER
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Processes utility payments from over the counter, mail, and the bank utility billing system.
Receives and posts police parking tickets. Completes certification of payment to state motor vehicle administration.
Receives payment of monthly parking permits and posts payments to accounts; sells daily coupon permits and verifies permit holders.
Verifies and distributes accounts payable checks.
Monitors petty cash fund and disburses funds to City employees for reimbursement for minor expenses; makes periodic reports on cash flow.
Processes and summarizes through log sheets all credit card transactions for recreation program charges.
Cashes checks and makes change.
Coordinates collection efforts with affected departments.
Sells various City maps, publications, shirts, etc.
Operates a calculator and standard adding machine and runs various software programs on personal computer.
Performs related work and handles special assignments as needed.

QUALIFICATIONS:

Required Training and Experience

Any combination of training and experience substantially equivalent to graduation from high school and two years experience in volume receipting and recording of cash payments and data entry in a customer service environment.

Preferred Knowledge, Skills and Abilities

Working knowledge of the practices and procedures involved in receiving, recording and reporting a large number of cash financial transactions.
Ability to make accurate computations and tabulations rapidly and accurately.
Ability to establish and maintain effective working relationships with the public while under difficult and contentious circumstances which require the exercise of extreme tact.
Ability to operate a calculator, typewriter, cash register as well as to understand computer programs, microcomputers and data entry terminals.
Working knowledge of the City organization and functions, and of the utility billing, tax, parking tickets and permit issuance ordinances and procedures.
Working knowledge of office procedures, practices, systems and equipment used by the City.
Ability to maintain, organize and report information within closely prescribed systems and procedures.

Revised: 9/04

**CITY OF ROCKVILLE
CITY HALL FACILITIES MANAGER
(EVENINGS AND WEEKENDS)**

CHARACTERISTICS OF CLASS:

The City Hall Facilities Manager (evening and weekends) performs intermediate work in support of various City departments' activities; communicates information about the City government and community in response to inquiries; and provides support to various staff in the City Manager's Department. The work requires limited physical demands and is performed under good working conditions. The incumbent's work is directed by the Administrative Support Coordinator and is performed with minimal supervision.

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- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Serves as point of contact for visitors, the public, activity participants, staff and officials regarding City Hall activities, such as meetings, socials, receptions, etc. during evening and weekend hours.
- Maintains information on evening and weekend activities to be held at City Hall.
- Schedules and arranges conference rooms for groups conducting City approved business. Such scheduling may often occur on short notice.
- Ensures that City Hall conference rooms are open in advance for weekend and evening usage.
- While activity preparation, set up, administration, equipment, supplies and clean-up are solely the responsibility of individual department staff assigned to manage such activities, the Facilities Manager may provide direction and, when feasible, assistance.
- Ensures that City Hall is secured and all doors are locked at the end of the last activity.
- Monitors the building to ensure safety and security.
- Reports any suspicious activity to the Police Department.

**CITY OF ROCKVILLE
CITY HALL EVENING/WEEKEND FACILITIES MANAGER
PAGE TWO**

Accepts mail dropped off by the postal service, private carrier, residents, etc. and distributes them to the departments accordingly.

Assists in a variety of projects including clipping and storing articles on City government news; preparing welcome packets for residents; operating the telecommunications device (T.D.D.) for the hearing impaired; etc.

Maintains listing of some alarm codes in the event alarms go off; and, may silence them as appropriate.

Provides administrative support to City Manager's staff as required.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and three years progressively responsible facilities management or public relations experience involving contact with the public and meeting coordination, including experience and familiarity with e-mail and standard word processing.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of the functions and activities of the City and each department, as well as the location of the offices and person responsible for the conduct of such functions and activities.

Knowledge of or ability to quickly develop knowledge of the street geography and street locations within the City and other often sought locations.

Ability to give clear and concise instructions and directions.

Ability to quickly establish rapport with persons from various backgrounds.

Ability to remain calm and pleasant under difficult circumstances which require the exercise of considerable tact and diplomacy.

Ability to make decisions and to use resourcefulness in meeting new problems.

Ability to follow oral and written instructions with little or no supervision.

Ability to work well with others.

Ability to operate standard word processor/PC.

Revised: 9/04

**CITY OF ROCKVILLE
COPY CENTER/MAIL SPECIALIST**

CHARACTERISTICS OF CLASS:

The Copy Center/Mail Specialist performs responsible skilled work involved in the reproduction of printed materials and pick-up and distribution of mail for all departments. The position requires contacts with other City employees of the City and occasionally with outside agencies supplying and seeking information related to photocopying and mailing procedures. The physical demands are moderate, occasionally lifting items over 60 lbs, and the working conditions are somewhat disagreeable due to noise and heat as well as outside elements when making mail deliveries. The incumbent's work is standardized and subject to general instructions and established routines, policies and procedures, facilitating services for use by others. The incumbent is supervised by the Graphics/Printing Supervisor.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Operating a high speed copier reproducing printed material from Copy Center and Graphics and Printing requisitions, which range from small, simple tasks to large complex jobs such as the Mayor and Council Brief Books and Planning Brief Books.
- Collating, pads and binding documents.
- Making minor repairs to copying equipment. Picking up, delivering and maintaining inventory of paper and copier supplies for copiers.
- Assists City employees with copier problems when necessary.
- Records monthly copier accounts and volumes.
- Delivering packages, supplies, mail and other matter to various offices and buildings.
- Collecting, weighing, runs through postage machine and takes outgoing mail to the Post Office.

**CITY OF ROCKVILLE
COPY CENTER/MAIL SPECIALIST
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Runs and affixes labels on envelopes.

Stuffs materials in envelopes, prepares and mails, using first, second and third class mailing procedures as well as certified, express and registered mail procedures.

Delivers materials to the Mayor, Council Members, Planning Commission, and Historic District Commission.

Takes down City Hall flags at the end of each workday.

Secures building after last mail pick-up.

Performs related duties as required.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and six months experience working in an office environment. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of the maintenance and operation of high speed copiers.

Knowledge of clerical requirements and procedures, and of U.S. mail and postage procedures and requirements.

Ability to plan and schedule work.

Ability to operate a passenger car safely.

Ability to establish and maintain effective working relationships with other employees.

Ability to learn within a reasonable time City cleric procedures, the location and functions of the several offi and officials, and the names of personnel.

Ability to keep records, to make simple arithmetical computations, and to write legibly.

Ability to understand and follow oral and written instructions.

Revised: 9/04

**CITY OF ROCKVILLE
FAMILY SERVICES AIDE**

CHARACTERISTICS OF CLASS:

The Family Services Aide performs intermediate human services support and administrative tasks in support of various programs within the division/department with moderate consequences. The work requires a reactive approach supplying direct services and seeking information on specialized matters related to clients, residents and the division/department. The work has moderate physical demands and the working conditions can be somewhat disagreeable due to stress involved in the nature of the services provided. The incumbent's work is subject to general instructions and established routines with supervision of progress and results.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES

- Serves as information source providing answers about division/department services to citizens, clients or families by telephone and in person.
- Serves as aide to professional staff.
- Finds and facilitates resources to assist families.
- Provides information for food, clothing and housing referrals.
- Assists with applications for health insurance.
- Assists with programs such as after school, evening and summer programs as well as holiday gift giving program.
- Provides coordination of childcare while family members work with other staff.
- Provides translation and interpretation if required.
- May provide transportation, bus tokens, cab vouchers and emergency food service.
- Assists in the coordination of appointments.
- Assists in the completion of forms and applications for services/benefits.

**CITY OF ROCKVILLE
FAMILY SERVICES AIDE
PAGE TWO**

Assists with publicizing events and workshops.
Attends required training and retreats.
Performs all tasks in a safe manner.
Provides office support as necessary.
Ensures confidentiality of records and correspondence.
Performs other duties and tasks as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school and some experience in a social services setting. Must have a driver's license valid in the State of Maryland. Bilingual skills preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of vocabulary, writing, spelling and communication skills.
Knowledge of departmental and county programs, services and procedures.
Basic skill in secretarial duties including word processing and data processing equipment may be required.
Ability to follow both written and verbal instructions.
Ability to deal with the public and other employees courteously and tactfully and to convey concise and accurate explanations of programs, policies, procedures and requirements.
Ability to carry out continuing assignments requiring organizational skills.
Ability to establish and maintain effective working relationships with other employees, department heads, and the general public.

Revised: 9/04

CITY OF ROCKVILLE FLEET SERVICE MECHANIC

CHARACTERISTICS OF CLASS

The Fleet Service Mechanic performs semi-skilled mechanical work of a reoccurring nature servicing and performing minor repairs of municipal vehicles and equipment. This position may serve as an apprenticeship to the Fleet Mechanic assisting the mechanic on occasions when repairs require more than one person. Work involves the responsibility of servicing vehicles and equipment within prescribed procedures. The position requires regular personal contacts within the department and periodic contacts with other department personnel when discussing servicing needs or contact with the equipment parts suppliers when obtaining parts for the Motor Vehicle Maintenance Department. Work is performed regularly with light to medium weight materials (up to 60 lbs.) and occasionally with heavy weight materials normally in difficult work positions for continuing periods. Working conditions involve regular exposure to disagreeable elements and occasional exposure to hazards or conditions which could result in serious injury. All work is performed under the supervision of the Fleet Maintenance Supervisor; however, direction may be provided by Fleet Mechanics during apprenticeship work.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLE OF DUTIES

- Changes all filters and lubricates automobiles, heavy trucks, earth moving and mechanical equipment.

- Performs oil changing on engines, transmissions, differentials and hydraulic systems.

- Inspects, cleans or replaces all air and fluid filters.

- Inspects brake systems, engines, transmissions and chassis components for wear, including checking for worn, damaged or defective hoses, belts, wires or cables.

- Performs minor maintenance and repairs.

- Assists Fleet Mechanic in more complex repairs.

**CITY OF ROCKVILLE
FLEET SERVICE MECHANIC
PAGE TWO**

Performs road service and, if necessary, tows vehicle back to shop.
Changes and repairs tires.
Maintains shop supplies and picks up parts as needed.
Follows service procedures that either meet or exceed manufacturers' recommendations.
Performs timely servicing, as assigned, of all automobiles, trucks, equipment and machinery.
Ensures that all safety procedures are followed.
Performs related work as assigned.

MINIMUM REQUIREMENTS:

Training and Experience

Any combination of training and experience substantially equivalent to graduation from high school and one year's experience in the servicing and maintenance of equipment or heavy trucks. Possession of a valid motor vehicle operator's license in accordance with the State of Maryland Commercial Driver's License (CDL) requirements.

Knowledge, Skills and Abilities:

Knowledge of the standard practices and tools of the automotive trade.
Knowledge of the basic operation of an internal combustion engine.
Knowledge of basic automotive electrical components.
Knowledge of the occupational hazards and safety precautions of the automotive trade.
Ability to use the normal mechanic's tools used in the automotive service and maintenance trade.
Ability to understand and follow oral and written instructions, service charts and maintenance manuals.
Ability to establish and maintain effective working relationships with other employees.
Ability to perform tasks which normally require lifting up to 60 lbs. on a regular basis and over 60 lbs. on an occasional basis.
Skill for performing mechanical work including the ability to perform tasks in difficult positions in the presence of disagreeable elements (dust, heat, fumes, cold, noise, vibration, wetness.)

Revised: 9/04

EOE

**CITY OF ROCKVILLE
PARKING ENFORCEMENT OFFICER**

CHARACTERISTICS OF CLASS:

The Parking Enforcement Officer performs responsible duties in the enforcement of parking regulations handling all specific assignments, problems and related duties. The work requires contacts within the Police Department and other City departments, outside agencies and the general public both supplying and seeking information related to the work and acting as a good will ambassador for the City. Physical demands are limited and working conditions usually good with exposure to the elements. The work is subject to general instructions and established routines with supervision of progress and review of results; and, is supportive of parking functions and ordinances.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
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- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Patrols area of responsibility in the most effective and efficient manner possible throughout shift.
- Issues parking citations legibly and accurately using either a hand held computerized ticket printer or by hand written ticket.
- Assists citizens and others by providing information about parking ordinances and regulations, fines, the proximity of legal parking areas, and other information as required and/or requested.
- Assists citizens and others by being welcoming, accessible and ready to provide direction, help and general information about the City.
- Reports missing, confusing, defaced or deteriorated signs, meter problems, etc. and any other unusual situation as may be appropriate.
- Reports unusual parking problems and requests for police assistance.
- Prepares routine reports on activities and other reports as required.

**CITY OF ROCKVILLE
PARKING ENFORCEMENT OFFICER
PAGE TWO**

Collects monies from meters.
Presents information at court hearings as required.
Performs other duties as required.

QUALIFICATIONS

Required Training and Experience:

Candidates must possess the minimum of a high school education. Experience in security work and courses in safety, first aid, CPR, etc. are preferred. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Some knowledge of Rockville City streets, landmarks, governmental structures, businesses, etc.
Knowledge of safety, first aid, CPR, etc.
General knowledge of laws, codes and ordinances relating to parking.
Skill in dealing with the public in a friendly, helpful manner as well as firmly but with tact and courtesy depending on the circumstances of the interaction.
Skill to be able to use a computerized hand held ticket printer.
Ability to learn laws and ordinances regarding parking and traffic court procedures.
Ability to understand and follow oral and written instructions.
Ability to react quickly and calmly in emergency situations.
Ability to prepare simple reports and records.
Ability to use a portable ticket printer as well as issue hand printed tickets.

Revised: 7/06

**CITY OF ROCKVILLE
PARKING ENFORCEMENT OFFICER**

CHARACTERISTICS OF CLASS:

The Parking Enforcement Officer performs responsible duties in the enforcement of parking regulations handling all specific assignments, problems and related duties. The work requires contacts within the Police Department and other City departments, outside agencies and the general public both supplying and seeking information related to the work. Physical demands are limited and working conditions usually good with exposure to the elements. The work is subject to general instructions and established routines with supervision of progress and review of results; and, is supportive of parking functions and ordinances.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
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- Assists citizens and others by giving directions and information about parking ordinances and regulations, fines, the proximity of legal parking areas, and other information as required and/or requested.
- Reports missing, confusing, defaced or deteriorated signs, meter problems, etc. and any other unusual situation as may be appropriate.
- Reports unusual parking problems and requests for police assistance.
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**CITY OF ROCKVILLE
PARKING ENFORCEMENT OFFICER
PAGE TWO**

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Required Training and Experience:

Candidates must possess the minimum of a high school education. Experience in security work and courses in safety, first aid, CPR, etc. are preferred. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Some knowledge of Rockville City streets, landmarks, governmental structures, businesses, etc.

Knowledge of safety, first aid, CPR, etc.

General knowledge of laws, codes and ordinances relating to parking.

Skill in dealing with the public firmly but with tact and courtesy.

Skill to be able to use a computerized hand held ticket printer.

Ability to learn laws and ordinances regarding parking and traffic court procedures.

Ability to understand and follow oral and written instructions.

Ability to react quickly and calmly in emergency situations.

Ability to prepare simple reports and records.

Ability to use a portable ticket printer as well as issue hand printed tickets.

Revised: 9/04

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PARKING ENFORCEMENT OFFICER**

CHARACTERISTICS OF CLASS:

The Parking Enforcement Officer performs responsible duties in the enforcement of parking regulations handling all specific assignments, problems and related duties. The work requires contacts within the Police Department and other City departments, outside agencies and the general public both supplying and seeking information related to the work and **acting as a good will ambassador for the City.** Physical demands are limited and working conditions usually good with exposure to the elements. The work is subject to general instructions and established routines with supervision of progress and review of results; and, is supportive of parking functions and ordinances.

EXPECTATIONS OF ALL CITY EMPLOYEES:

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- Assists citizens and others by providing information about parking ordinances and regulations, fines, the proximity of legal parking areas, and other information as required and/or requested.
- Assists citizens and others by being welcoming, accessible and ready to provide directions, help and general information about the City.**
- Reports missing, confusing, defaced or deteriorated signs, meter problems, etc. and any other unusual situation as may be appropriate.
- Reports unusual parking problems and requests for police assistance.
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PARKING ENFORCEMENT OFFICER
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Some knowledge of Rockville City streets, landmarks, governmental structures, businesses, etc.
Knowledge of safety, first aid, CPR, etc.
General knowledge of laws, codes and ordinances relating to parking.
Skill in dealing with the public **in a friendly, helpful manner as well as** firmly but with tact and courtesy **depending on the circumstances of the interaction.**
Skill to be able to use a computerized hand held ticket printer.
Ability to learn laws and ordinances regarding parking and traffic court procedures.
Ability to understand and follow oral and written instructions.
Ability to react quickly and calmly in emergency situations.
Ability to prepare simple reports and records.
Ability to use a portable ticket printer as well as issue hand printed tickets.

Revised: 7/06