



Class Code: 340
WP Code: VAO
Established: 5/14/2019
Revised: _____
EEO Code: PS

CLASS SPECIFICATION

City of Newark, California

VEHICLE ABATEMENT OFFICER

DEFINITION: Under supervision within the Police Department, responds to complaints from the public related to abandoned vehicles; enforces municipal and vehicle codes, parking regulations; maintains records; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS: The position of the Vehicle Abatement Officer is a non-sworn classification responsible for enforcing parking regulations, identifying, marking and tagging abandoned vehicles, and arranging for their removal. The position is distinguished from Community Services Officer in that the latter provides assistance to sworn officers by performing a variety of low risk public safety functions.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Locates, marks, and tags vehicles, that appear to be abandoned on either public or private property.
- Conducts follow-up inspections of all previously marked vehicles to determine if vehicle should be towed; arranges and oversees towing of all abandoned vehicles.
- Prepares and maintains daily activity log and all necessary reports.
- Enforces parking regulations and issues citations.
- Acts as a liaison with tow companies and the public.
- Answers a wide variety of questions from the public regarding parking and related traffic laws, location of public buildings, parks and other points of interest.
- Interacts with hostile and irate parking violators.
- Responds to complaints from the public.

Knowledge of:

- Business English and an understanding of general computer programs (Microsoft Word, Adobe).
- Effective tools to work with difficult people in conflict and conflict resolution.

Ability to learn:

- Follow verbal and written instructions; tactfully communicate factual information regarding parking violations; act in a courteous and effective manner when dealing with the general public and/or irate parking violators.
- Observe and memorize names, places and incidents; read maps.
- Prepare and complete required forms, records of work, and reports describing activities, problems, incidents, and special circumstances.
- React quickly and calmly in emergency or hazardous situations and adopt an effective course of action.
- Operate standard office equipment including copiers, calculators, personal computers and radio equipment.
- Take directions and work independently as needed; work within a chain-of-command system.
- Apply judgment, discretion and initiative in performing work of average complexity.
- Apply policies and procedures consistently and in accordance with available guidelines.

- Plan, organize, and prioritize work.
- Establish and maintain cooperative working relationships with those that may not be supportive of the actions being taken.
- Provide excellent customer service to the public and City employees.
- Observe safety principles and work in a safe manner.
- Procedures, methods, and techniques used in investigations and enforcement utilizing appropriate legal requirements and constraints.
- Purpose, principles and practices of vehicle abatement procedures.
- Specific and general provisions of the California Vehicle Code, California Penal Code, and other state laws.

SKILLS AND ABILITIES:

- Ability to read and understand parking ordinances and code.
- Ability to convey meaning of parking ordinances to public.
- Ability to learn standard broadcasting procedures.
- Ability to learn related State and City ordinances; County government and other government agencies for coordinating cases involving multiple agencies.
- Ability to learn principles of investigation; criminal and civil court proceedings.
- Ability to learn computers and a variety of general and specialized programs; the use of electronic information equipment and specific systems as used within the department.

EDUCATION/EXPERIENCE:

A high school diploma or GED equivalent, AND six months of public contact experience.

SPECIAL REQUIREMENTS: Position requires prolonged sitting, standing walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine motor coordination when using a computer keyboard or mobile data terminal. Near vision is required when writing reports and other documents, and far vision is required when in the field. Acute hearing is required when providing phone and personal service. The need to lift, carry and push tools and supplies weighing 25 pounds and up is also required. The job duties will expose the employee to the outdoors, which may include exposure to inclement weather conditions, noise, fumes, dust, air contaminants and heavy traffic conditions. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

This position will need to wear and maintain a uniform which includes a bullet-proof vest. They must complete required training, including training in the use of chemical agents for personal protection.

This position will require a possession and continued maintenance of a valid class C California driver's license and a safe driving record.

Probationary Period: 12 Months

FLSA: Non-Exempt