

PARKING CLERK/HEARING OFFICER

Finance Department

DEFINITION

Under general supervision of Finance Director and in accordance with Massachusetts General Laws oversees the administration of the Town's parking ticket program. Receives parking ticket appeals, holds hearings, investigates and gathers information and adjudicates appeals. Exercises independent judgment in decision making and the organization and scheduling of duties.

ESSENTIAL FUNCTIONS

The essential functions or duties listed are intended as illustrations of various types of work that is performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The position functions as a part of the overall municipal team to ensure effective and efficient municipal operations. Specific duties may include but are not limited to:

- Receives parking ticket appeals.
- Schedules parking ticket appeals hearings.
- Holds fair and impartial hearings on parking tickets for scheduled and walk in appeals, judging whether a parking ticket was issued appropriately to the circumstances.
- Conducts research on appeals, visiting sites of issuance, collecting relevant information and speaking with involved or observing individuals.
- Submits written decisions of appeals, drafting supporting statements for her/his decision.
- Coordinates hearings schedule among those involved in process.
- Serves as member of Town of Needham Parking Committee.
- Deposits with Town Treasurer funds collected from violators needing certified receipts and others paying fines at the Town Hall.
- Coordinate activities of parking ticket program with contracted vendor.
- Maintains written and computerized records and files reports as required and requested.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

Duties require minimal clerical skills and some background in standard office procedures. High School diploma or G.E.D. One to three years prior working experience, preferably dealing with the public in some capacity. Some experience using computerized systems preferred. Prior experience adjudicating disputes highly desirable.

Knowledge, Abilities and Skills:

Ability to exercise tact, courtesy and good judgment and to communicate effectively and clearly even in difficult situations. Able to assess situations, ask pertinent questions and determine validity and reliability of responses and presentations. Able to read and understand state laws relating to parking violations. Able to enter and retrieve information from computerized parking ticket system. Knowledge of MGL and local by-laws relative to parking regulations desirable. Skill in handling difficult, angry, confrontational, confused and/or upset individuals.

Able to establish and hold regular office hours and routine evening schedule.

Must provide reliable transportation.

SUPERVISORY RESPONSIBILITY

None.

PHYSICAL ELEMENTS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle feel or operate objects, tools or controls (telephone, copy machine, fax machine, calculator, computer system and software) and reach with hands and arms. The employee is occasionally required to walk. The employee may occasionally be required to lift up to 25 pounds. Specific visions abilities required by this job include close vision, distance vision and peripheral vision.

Work is normally performed in an office. The noise level in the work environment is usually quiet with routine interruptions.