

PUBLIC SERVICE OFFICER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level manager, the incumbent is responsible for training, assigning, directing, evaluating, and disciplining Public Service Officers (PSOs) and Traffic Safety Aides (TSAs). In addition, the position will participate in and/or recommend the development of related policies, procedures, and systems. The incumbent must perform administrative tasks including creating/adjusting work schedules, conducting daily briefings, developing and coordinating special parking enforcement programs, and preparing narrative and statistical reports and associated analyses.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Supervise parking enforcement personnel including Public Safety Officers and Traffic Safety Aides and related personnel;
- Create work related schedules and assignments;
- Provide direction, respond to questions, and clarify policies, procedures and interpretations to PSO/TSA both from the office and in the field;
- Develop training materials, train and orient PSOs and TSAs on related enforcement parameters, operating procedures, administrative requirements, radio use, etc;
- Prepare related documentation and conduct daily briefings;
- Evaluate employees' work performance;
- Respond to grievances and/or disciplinary matters, as required;
- Respond to issues, concerns and public complaints on related parking enforcement issues;
- Perform related administrative activities to include the collection of program data, maintain attendance records, and perform related payroll functions;
- Provide for meeting related uniform and equipment needs, and develop and manage related budgets;
- Develop and recommend unit policies and procedures, and related enhancements;
- Develop and coordinate special parking enforcement programs including special event parking, and providing related liaison with event coordinators;
- Maintain, record, and update automated parking enforcement system (T2) data;
- Prepare related narrative and statistical reports, and associated analyses;
- Issues summons to vehicles in violation of parking laws, ordinances and regulations;
- Enter and retrieves information in an automated information system;
- Perform related work as required, and any work performed by subordinate staff (Public Service Officer and Traffic Safety Aide).

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the fundamentals of modern office practices and procedures;
- Good knowledge of in the use of radio dispatch, personal computers and office equipment;
- Knowledge of office record keeping practices;
- Ability to interpret and apply office policies, practices, applicable laws and regulations;

- Ability to schedule, and organize work;
- Ability to understand and follow complex oral and written instructions;
- Ability to enter data, maintain records, prepare reports;
- Ability to supervise, train and schedule PSOs and TSAs;
- Ability to lift moderately heavy equipment such as locking devices, traffic cones and barricades;
- Ability to utilize a two-way radio;
- Ability to prepare related administrative reports and to assist in unit management;
- Ability to provide necessary coordination between supervisors and enforcement staff;
- Ability to utilize computers in retrieving related programmatic information;
- Ability to direct special parking enforcement programs;
- Ability to represent program interests in a variety of committees;
- Ability to communicate/explain enforcement policies to offenders and the public, and formally respond to complaints;
- Ability to communicate effectively both orally and in writing;
- Ability to establish and maintain effective working relationships often under adverse conditions;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid experience providing direct supervision in a mid-size office environment.
- (B) Graduation from high school or possession of an equivalency diploma and two (2) years full-time paid traffic and/or parking enforcement experience; **OR**
- (C) Any equivalent combination of training and experience as stated in (A) and (B) above.

SPECIAL NOTE:

Possession of a NYS Driver's License is required at the time of appointment and for the duration of employment.

A candidate for employment must successfully pass a complete background check including fingerprint processing.

Revised: 3/25/15
 12/27/17
 1/31/18