



CITY OF PORTLAND
ANNOUNCES AN OPEN RECRUITMENT FOR:

Parking Code Enforcement Officer

RECRUITMENT NO. 07-171

Approximate Monthly Salary: \$2,948 at entry - \$3,763 after three years

WRITTEN TEST
part 3
- 25 customer service questions
VERBAL TEST
CUST SVC QUESTIONS
INTERVIEW PACKET
2-3 CUST SVC QUESTIONS

THE POSITION

The Parking Code Enforcement Officer is responsible for enforcing parking regulations within Title 16 for the City of Portland. To accomplish this Officers issue parking citations, request towing of illegally parked vehicles, appear in court in connection with citations issued, and respond to citizens' requests for information (i.e., parking regulations, directions, etc.). Additional responsibilities include utilizing strong communication skills in providing services to the public consistent with the bureau values of customer service, and may involve confrontational situations with a diverse citizenry, some of who are irate. The duties are primarily performed outside in all types of weather and traffic conditions. The Parking Code Enforcement Officer is expected to carry out their individual responsibilities with initiative and creativity while exercising sound independent judgment and problem-solving skills. Parking Enforcement Officers work on various eight hour shifts from 6:15am to 11:45pm seven days a week.

TO QUALIFY

APPLICANTS MUST POSSESS:

- Knowledge of local government and the impact of enforcement actions
- Ability to operate a variety of investigative equipment
- Skill in caseload management, conflict resolution and dispute mediation including preparation of cases for adversarial proceeding by preparing clear and concise oral and written communication.
- Valid state driver's license and acceptable driving record (see reverse side of this announcement).

THE RECRUITMENT PROCESS

The recruitment process will consist of a written test and an oral interview. Only the most qualified candidates passing the written test will be invited to participate in the oral interview. **The written test is scheduled for the week of August 20th, 2007** and will include material related to required knowledge noted above. **All applicants will receive written notice confirming the date, time and location of the written test.** The candidates passing the written test will receive written notice confirming the date, time and location of the oral interview. Those candidates passing both the written exam and the oral interview exam phases will be placed on an equally ranked eligible list which will be forwarded to the hiring authorities for employment consideration. *Additional evaluation may be required prior to establishment of the eligible list and/or final selection. Candidates placed on the eligible list will be required to complete and sign a criminal conviction statement before being considered for hire.* A Test Preparation Manual is available at the Bureau of Human Resources beginning July 9, 2007. The TPM is also available via the Internet site listed below. The written exam will be largely based on the contents of the Test Preparation Manual (TPM).

TO APPLY

Complete application packets must include:

- ✓ A City of Portland Scannable Application Form.
- ✓ A completed Education and Work Experience Form specifically focused for this position
- ✓ A completed Experience and Training checklist
- ✓ Responses to the Supplemental Application Questions

Where to Apply in Person

Portland Bureau of Human Resources
Application Center, Portland Bldg. Lobby, NE Corner
1120 SW 5th Avenue

Where to Mail Your Application

Portland Bureau of Human Resources
1120 SW 5th Avenue, Room 404
Portland, OR 97204

To apply via the Internet go to <http://www.ci.portland.or.us/jobs>

All completed applications for this position must be in the possession of the Portland Bureau of Human Resources **no later than 4:30 PM, Tuesday, July 24, 2007.**

SORRY, WE ARE UNABLE TO ACCEPT FAXED APPLICATIONS.

Non-citizen applicants must be authorized to work in the United States at time of application.

Minorities, women, and qualified individuals with disabilities are urged to apply. If you wish to identify yourself as an individual with a disability under the Americans With Disabilities Act of 1990 and will be requesting accommodation, the requests must be made to the Analyst(s) named below or to the Human Resources Bureau Receptionist **NO LATER THAN THE CLOSING DATE OF THIS ANNOUNCEMENT.**

Bureau of Human Resources
Alfonzo Moore, Senior HR Analyst, 503-823-3529

Parking Enforcement Officer - 2203
Posted: 07/09/07

An Equal Opportunity Employer



CITY OF PORTLAND
EDUCATION AND WORK EXPERIENCE FORM
Parking Code Enforcement Officer 07-171
AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

For Office Use

Social Security Number:

Do you have a high school diploma or GED certificate?

Yes

No

Please list below education, training, or seminars you feel are related to the job for which you are applying. If your coursework resulted in a certificate or degree, you need list only the major and type of degree earned rather than listing course. **If more space is needed, attach an additional sheet.**

Colleges, Vocational or Technical Schools, Training Centers
Major Subject/Title of Program
Units/Credits
Type of Degree or Certificate

LICENSES AND CERTIFICATES REQUIRED FOR THIS POSITION

Description

Issued by

ID#

Issue Date/Exp. Date

Driver's License Number(if required)

Expires:

Beginning with your most recent or present job list all work experience. Include Military, Volunteer and Intern Experience (If n
space is needed, attach additional sheets)

Name of Present or Last Employer

Address

Starting Date

Leaving Date

Salary \$ _____ per _____

City State Zip

Job Title (Present or last)

Full Time Part Time

Volunteer Intern

Reason for Leaving:

Name of Supervisor/Title

Phone #

Job Duties:

MAY WE CONTACT THIS EMPLOYER? YES NO
Parking Code Enforcement Officer 07-171

(If more space is needed, attach additional sheets)

Name of Present or Last Employer

Address

Starting Date

Leaving Date

Salary \$ _____ per _____

City State Zip

Job Title (Present or last)

Full Time Part Time

Volunteer Intern

Reason for Leaving:

Name of Supervisor/Title

Phone #

Job Duties:

MAY WE CONTACT THIS EMPLOYER? YES NO

Employer

Address

Starting Date
Leaving Date

Salary \$ _____ per _____
City State Zip

Job Title (Present or last)
 Full Time Part Time
 Volunteer Intern
Reason for Leaving:

Name of Supervisor/Title
Phone #

Job Duties:

MAY WE CONTACT THIS EMPLOYER? YES NO

Last Employer

Address

Starting Date
Leaving Date

Salary \$ _____ per _____
City State Zip

Job Title (Present or last)
 Full Time Part Time
 Volunteer Intern
Reason for Leaving:

Name of Supervisor/Title
Phone #

Job Duties:

MAY WE CONTACT THIS EMPLOYER? YES NO

I certify the facts in this application are true and complete to the best of my knowledge. I understand that any falsific misrepresentation or omission, as well as any misleading statements or omissions, may be cause for denial of employmer

disqualification from a recruitment process) or dismissal, regardless of when discovered.

Signature: _____ Date: _____

Print Name: _____

Parking Code Enforcement Officer

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EXPERIENCE AND TRAINING CHECKLIST

Please read these instructions carefully

Answer all the questions below; please indicate with an [X] your competency in the following areas. Be sure your other application material substantiates your skill level. Your responses will be verified in the final selection phases of the process. You must be able to answer "YES" to all the questions listed to be considered a qualified candidate for this position.

YES	No	Item
		Will you be in possession of, or have the ability to acquire a valid state driver's license with an acceptable driving record? (Note: see qualifying driving record rules in this announcement)
		Do you have skill in basic arithmetic sufficient to add, subtract multiply and divide?
		Are you able and willing to spend up to 10 hours/day walking on any surface or terrain, driving various motorized vehicles and/or riding a bicycle?
		Are you able and willing to tolerate verbal abuse and offensive language from members of the public while remaining directed and professional?
		Are you able and willing to work on any shift/or any day as required, including Saturday and/o Sunday?
		Work schedules could be based on five 8-hour, or four 10-hour shifts ranging from 6:15 am - 12 midnight. Are you able and willing to work any schedule to which you are assigned?
		Do you have skill in providing clear and concise oral and written communication?
		Do you have the ability to learn how to issue citations using an electronic, hand-held device?
		Is your uncorrected or corrected vision good enough to read small signs, license numbers and parking meters from 11 feet away? (Remove)
		Are you able to communicate through radio dispatch over a 2-way radio?
		Are you able and willing to wear a uniform conforming to uniform and appearance regulations?
		Are you able and willing to safely walk, drive or bike an assigned area of the City under <i>all</i> weather conditions?

PARKING CODE ENFORCEMENT OFFICER

RECRUITMENT NO. 07-171

Instructions for Supplemental Application Questions.

Read these instructions carefully. Failure to comply with instructions, and incomplete or inappropriate responses, will result in disqualification. Information in cover letters, resumes or previously submitted applications will not be considered. Statements such as "see attached resume" or "previous application on file" do not substitute for completing any portion of this application.

1. For each supplemental question, write a descriptive statement of the training, education and/or experience through which you meet the qualification. To preserve anonymity, do not put your name on the supplemental question. Responses should be specific and concise. Quality of response, rather than quantity, should be your goal.
2. Typewritten responses are highly desirable but handwritten responses in ink are acceptable if they are clear and legible. Each response should be no longer than one side of one sheet of 8 ½ by 11 paper. Each response should be on a separate sheet of paper.
3. A statement should clearly describe your background and explain how your background relates to the qualifications. Present the best picture of qualification that you can without overstating or claiming background that you do not have. (All qualifications are subject to verification prior to employment.)
4. Your statement should provide sufficient detail so that your knowledge, skills and abilities in each area can be evaluated accurately. The applicant has the responsibility to convey qualification information. Describe the work you have done; be specific. Avoid the following types of responses:
 - DO NOT describe what others have done or just what your company or organization does.
 - DO NOT give textbook or technical descriptions of how to do the work or your theories about how work should be performed.
 - DO NOT define or explain technical terms used in the questions.
 - DO NOT rely on nonspecific statements about experience, such as, "I have done this for 10 years".
 - DO NOT include statements such as "see previous response" or "see following response".
 - DO NOT assume that the person evaluating your responses has any more information than what you have supplied in your application form. Applicants who are City of Portland employees should fully describe their City of Portland training and experience.

To be eligible for consideration as a Parking Enforcement Officer, you must provide written responses addressing experience and training in all areas listed. Your responses will be part of the final selection evaluation of your qualifications for this position and should provide sufficient details so that you clearly demonstrate the knowledge, skill or ability. The City of Portland reserves the right to verify the information submitted by applicants. If you have questions about how to complete this form, please call Alfonzo Moore at (503) 823-3529

Please respond to the following questions as instructed above.

1. Please describe your education, experience and/or training that has helped you develop the skill and ability to interact and maintain effective working relationships with supervisors, co-workers, officials (public and or private), and citizens. Provide at least two examples of how you developed these skills.

2. Please describe your education, experience and/or training that has helped you develop the skill to deal courteously and effectively with a diverse citizenry, who may be irate or angry.

Parking Code Enforcement Officer

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QUALIFYING DRIVING RECORD REVIEW

PLEASE READ THESE INSTRUCTIONS CAREFULLY. You must have a valid driver's license and acceptable driving record at time of hire. To gain a better understanding of the driving record review process, please review the following criteria used to evaluate your driving record.

Requirements of a Good Driving Record

- 1) No type "A" convictions during the past thirty-six (36) months and no more than one (1) type "A" conviction during the past sixty (60) months.
- 2) No more than one (1) type "B" conviction during the past twelve (12) months and no more than two (2) type "B" convictions during the past thirty-six (36) months.

Type "A" violations:

1. *Driving While Intoxicated*
2. *Reckless Driving*
3. *Driving While Suspended*
4. *Speed Contest*
5. *Hit and Run Driving*
6. *Unauthorized Use of a Motor Vehicle (UUMV)*
7. *Driving under the influence of drugs*
8. *Aggravated assault with a motor vehicle*
9. *Driving while in possession of an opened container of an alcoholic beverage*
10. *Negligent homicide arising out of the use of a motor vehicle (gross negligence)*
11. *Using a motor vehicle for the commission of a felony*
12. *Permitting a non-licensed person to drive*

Type "B" violations: All moving traffic violations that are not listed as type "A" violations.