



EPark Serviceperson II

DEFINITION

Work of this classification involves the responsibility for the first level of supervision and is the initial escalation point for the EPark Serviceperson I in their assigned work which includes the performance of routine servicing and inspection of both curbside and parkade facilities, EPark machines as well as other Parking Services related tasks relevant to the operation and maintenance of the City's parking systems and infrastructures.

Initial escalation point for EPark customer service and customer assistance regarding the functioning of EPark machines.

Initial escalation point for EPark Serviceperson I when encountering technical issues with the EPark machine that are non-routine and require further investigation beyond an initial assessment.

This classification may operate on a 24 hour a day, seven day a week, 365 day a year, rotating shift schedule.

Work is performed under the overall direction of an EPark Leader.

This classification may Act/Relieve for the EPark Leader in their absence.

Series Separator

This classification is distinguished from the EPark Serviceperson I level in that employees' work assignments are more complex and require independence in their delivery. This classification level requires additional experience and has lead-hand expectations. There is not an automatic progression within the EPark Serviceperson classification series.

TYPICAL DUTIES *

Supervises and participates in the work of the EPark Serviceperson I by:

- Demonstrating appropriate customer service and customer assistance skills with EPark machine usage.
- Demonstrating an elevated level of problem solving experience in the inspections of E-Park machines, identifying malfunctions and the removal and replacement of faulty EPark machine components to ensure the machines are functioning properly.

Supervises the installation, removal, servicing and planned maintenance of EPark machines to resolve issues.

Responsible for the provision of training, safety compliance and disciplinary action recommendations of the EPark Serviceperson I.



EPark Serviceperson II

Responsible for maintaining paper or electronic work records which may include and are not limited to: EPark machines serviced, supplies required, work orders completed and if applicable, amounts of monies collected from EPark machines.

Responsible for the EPark machine inventory system.

Operates City vehicles on-street and inside of parkade facilities.

May be assigned tasks such as the installation of parking related signage for special events, the installation of hoods on EPark machines and the collection of monies from EPark machines.

May be assigned supervisory and participatory custodial responsibilities related to the cleanliness, maintenance and appearance of a parking facility.

Perform customer service activities that will include patrons of facilities and on-street customers, interactions could be challenging in some situations.

May be assigned the supervisory and participatory duties of operating custodial equipment such as ride-on scrubbing and sweeping machines for the purpose of cleaning parkade facilities and performing minor maintenance to the equipment.

May be assigned the supervisory and participatory duties of performing parking facility maintenance related tasks such as the painting of parking curbs, the removal of stickers, graffiti, and spills.

Provide parkade facility customers assistance with issues such as keys locked in vehicles, non-starting vehicles and parkade facility usage.

Performs related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Demonstrated ability to effectively communicate with the general public, co-workers and others.

Demonstrated ability to understand and execute oral and written instructions.

Demonstrated knowledge of electro mechanical components and their maintenance requirements.

Demonstrated skill in the installation, servicing, maintenance, repair and removal of EPark machines.

Demonstrated knowledge of City of Edmonton parking bylaws and parking signage installation.

Demonstrated knowledge of standard methods, materials, tools, equipment and security practices used in parking operations.



EPark Serviceperson II

Demonstrated knowledge of safety precautions and hazards involved in the work assigned.

Demonstrated ability to maintain work records.

Demonstrated ability to operate custodial equipment.

Demonstrated ability to use the necessary tools for work assignments.

Ability to work outdoors in all types of weather for extended periods of time.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12 or GED.

Three (3) years experience in a parking services environment which includes elementary electro mechanical operations experience, customer service experience and one (1) year of supervisory experience.

A willingness to complete supervisory training within a predetermined period of time, acceptable to the City of Edmonton.

Possession of a valid Class 5 Alberta Motor Vehicle Operator's License.

Eligible to obtain and retain a City Driving Permit.

Dependent upon a Police Information Check satisfactory to the City of Edmonton (Basic).

Shift work is a requirement.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	3378			
Grade	148			

Originated: April 2020
Last Updated:
Previous Updates: