



EPark Serviceperson I

DEFINITION

Work of this classification involves the routine servicing and inspection of both curbside and parkade facilities EPark machines as well as the maintenance and operation of the City's parking systems and infrastructures.

This classification is involved in the installation, removal, servicing and planned maintenance of EPark machines to resolve both diagnosed and unidentified issues. Work is performed in accordance with well defined schedules and procedures established by the EPark Leader, Parking Services management or by the EPark machine provider's practices.

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

Work may be inspected while in progress and upon completion by a supervisor to ensure equipment specifications are adhered to and standards are met.

Work is performed under the direction of an EPark Serviceperson II or an EPark Leader.

TYPICAL DUTIES *

Provides customer service and customer assistance with EPark machine usage.

Installs and removes EPark machines in accordance with parking demand requirements. Provide hooding services, as required, on EPark machines. Supply and install no parking panels in accordance with SAP work order notifications.

Inspects EPark machine internal and external components, identifies, removes and replaces faulty components to ensure functioning operation.

Performs maintenance tasks such as the removal of stickers and graffiti and the affixing of City of Edmonton logo stickers, banners, signage and the painting of damaged E-Park machines.

Responsible for maintaining paper or electronic work records through the use of SAP Mobility which may include and not limited to: EPark machines serviced, supplies required, work orders completed and amounts of monies collected from EPark machines.

Operates City vehicles on-street and inside of parkades.

May collect, record and deliver monies from EPark machines to the City's coin processing facility while adhering to City cash handling procedures.



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May perform custodial responsibilities related to the cleanliness, maintenance and appearance of a parkade facility in its entirety.

May operate custodial equipment including ride-on scrubbing and sweeping machines for the purpose of cleaning a parkade facility and performs minor maintenance to the equipment.

May perform maintenance tasks such as painting parking curbs, removal of stickers, graffiti, and spills from a parkade facility.

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

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

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

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

Ability to understand and execute oral and written instructions.

Basic knowledge of electro mechanical components and their maintenance requirements.

Knowledge of City of Edmonton parking bylaws and parking signage installation.

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

Knowledge of safety precautions and hazards involved in the work assigned.

Ability to maintain work records.

Ability to operate custodial equipment.

Ability to use the necessary tools for work assignments.

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



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TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12 or GED.

One (1) year basic electro-mechanical operations experience and customer service experience.

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

Eligible to obtain 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 classification 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 a classification.*

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	3377			
Grade	147			

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