



METER MAINTENANCE TECHNICIAN I

JOB DESCRIPTION

Department: Public Works	Division: Public Facilities
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Public Facilities Manager	Union: AFSCME

JOB SUMMARY

The Meter Maintenance I's responsibilities are primarily to maintain, repair, and install parking meters; collect monies from parking meters, fine boxes and participates in the administration of the Parking Meter Reservation Program. Work is performed with considerable independence under the general direction of the Public Facilities Manager who reviews accomplishments through daily conferences and periodic inspections. The Meter Maintenance Technician I will operate out of the downtown Urbana Parking Deck.

Defining Class Characteristics

Under immediate supervision, this is the entry-level class in the Meter Maintenance Technician series. Incumbents are not required to have directly related work experience. Work is observed and reviewed both during performance and upon completion. Instruction or changes in procedures or exceptions to rules are explained in detail as required.

ESSENTIAL FUNCTIONS

- On a designated route, is responsible for the collection and preparation of parking meter revenue for deposit and delivery to designated financial institution.
- Tests, disassembles, repairs, adjusts and programs parking meters and meter parts. Installs meter and sign posts as required. Checks meters for correct operation when complaints received.
- Records information on revenue collection, broken meter repairs, inventory of tools, parts and equipment, preventive maintenance schedules and prepares reports using computer software and/or index cards.
- Responds to questions and concerns from the public. Provides customer service to general public by providing directions, information on parking regulations, and related information.
- Empties fine boxes and delivers to Finance Department on approved schedule. Places University of Illinois fines into University fine boxes and City of Champaign fines into Champaign fine boxes.
- Audits meters on approved schedule.
- Maintains meter numbering system and parking signage.
- Tracks all activities on work order system.
- Provides information to Police Department and Parking Enforcement Officers regarding vandalism, tampering and unlawful use of parking meters.

- Participates in planning of future metering projects and implementation of new metered space layouts.
- Performs seasonal duties by painting parking meter poles.
- Facilitates the Meter Bag Reservation Program by accepting reservations submitted electronically, by phone, or by fax; completes forms and determines reservation fees, applies and removes meter bag hoods in accordance with reservation agreement, often after regular business hours.
- Creates and sends invoices for payment; manages and tracks overdue accounts. Coordinates payments with the Finance Department.
- Enters information into computers to compile work volume statistics or billing information for accounting purposes and maintain records of reservation requests.
- Investigates and resolves customer inquiries or complaints on services received or disputes on billing.
- Cleans shop and office. Orders parking and office supplies as necessary.
- Counts Parking Deck revenue received; verifies manual counts to computer totals.
- Removes snow from streets, parking lots, and sidewalks using snow plow, snow blower, and shovel; spreads salt on streets as assigned.
- Performs repair and maintenance on Parking Deck access and revenue control systems (e.g., barrier gate arm, ticket spitters). Provides assistance to Parking Deck Attendants as needed.
- Complies with all Federal, State and City laws, policies and ordinances.
- Keeps truck adequately supplied; washes and cleans truck as needed. Performs vehicle check lists weekly.
- Performs seasonal duties by painting parking meter poles.
- Performs other duties as assigned.

JOB REQUIREMENTS

General

- Due to the nature of revenue collection, regular and predictable attendance is required.
- Must be able to work in inclement weather conditions.
- Position requires the performance of other essential or marginal functions depending on work assignments, location and shift.
- Work hours may vary depending on City/Department needs.

Education & Experience

- Basic accounting and communication skills typically acquired through graduation from high school or equivalent.
- One year of experience with meter maintenance operations preferred.

Knowledge of:

- Standard materials, tools, and equipment used to install and repair parking meters or ability to learn quickly.
- Basic office practices and procedures. Proficiency with Microsoft Office software, particularly Word and Excel, and basic desktop publishing skills.

Ability to:

- Learn principles and practices of mechanical parking meter trouble shooting and repairs.
- Work independently on familiar and unfamiliar work assignments.
- Understand principles and practices of mechanical parking meter repairs.
- Ability to and physically capable of operating City vehicles on City business safely and possess a valid State of Illinois Class B, CDL with Air Brake Endorsement driver's license with an acceptable driving record.
- Work cooperatively with and, communicate orally and in writing with others in an effective and appropriate manner.
- Learn City geography.
- Learn relevant departmental policies, processes and procedures related to area assigned.
- Respond to and prioritize services requests and other related tasks.
- Accurately maintain and update specialized records and files including parking management system software.

Skills

- Skill in use of tools and equipment used in the course of performing regular duties. These may include small hand tools, hydraulic jacks, pipecutters, torches, shovels, drills, and coin collection cart.
- Mechanical aptitude sufficient to perform the essential functions of the job.
- Knowledge of basic office practices and procedures and standard office equipment.
- Analytical skills sufficient to review, isolate, and correct discrepancies in customer accounts.
- Strong verbal and written communication skills.
- Excellent organization skills
- Conflict management skills

RESPONSIBLE FOR:

- All collected revenue.
- Responsible for installing, maintaining, programing and repairing parking meters.
- Routine maintenance and safe operation of assigned City vehicles and equipment.
- Assisting Parking Deck Attendants
- May oversee work of parking deck attendants and seasonal employees, reporting to manager as needed.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with other departments, contractors, the general public, and other agencies.

WORK ENVIRONMENT

- Works in areas that have high vehicle and pedestrian traffic.

- Work is predominately outdoors where exposure to extreme temperatures, adverse weather condition and noise.
- Works on or around slippery and uneven surfaces and may come into contact with water.
- Often works in close association with others.
- Work of this nature has the possibility of incurring cuts, bruises, sprains, or fractures.
- Sometimes works in an atmosphere containing high amounts of dust, common allergy-causing agents and noxious odors may be involved.
- The possibility of exposure to toxins (fumes, gases, etc.) may occasionally exist.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

- Physical condition strength and agility commensurate to the demands of the position in all weather conditions.
- Must be able to lift, carry and or push articles weighing up to 50 lbs.
- Must be able to wear appropriate safety equipment.
- Must have the physical ability to climb stairs, reach above and below shoulders, walk and bend.
- Must make skillful, coordinated movements with the hands and fingers.
- Must be able to see in close environmental surroundings.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL EFFORT REQUIRED:

- Requires the use of City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have a safe driving record.
- May require the performance of other essential or marginal functions depending on work assignments, location, or shift.
- Must possess or obtain within sixty (60) days of employment a State of Illinois Class B, CDL, Air Brake Endorsement driver's license.
- Due to the safety-sensitive nature of the position, the selected candidate will be subject to a background check. Must be bondable.

The duties listed above are intended only as illustrations of the various types of work that may be 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 job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.