

City of Neptune Beach Job Description

Job Title:	Beaches Parking Ambassador	New: <input checked="" type="checkbox"/> Recl: <input type="checkbox"/>
Reports to (Title):	Mobility Management Director	
Department/Division:	Neptune Beach Police Department	
	<i>One Total Position(s)</i>	FLSA: <i>Part-Time, Non-Exempt, Non-Bargaining</i>

GENERAL SUMMARY:

Reporting to the Mobility Management Director, this position provides directions and assists residents and visitors with useful information on parking activities and events within the Beaches Town Center Area. This will include providing assistance and information on the Cities of Neptune Beach's and Atlantic Beach's policies and regulations used by residents and visitors. The Ambassador will enforce local parking regulations and create positive public relations on behalf of the combined Beaches Town Center Area; including both the Cities of Neptune Beach and Atlantic Beach as well as any partnerships created through the program.

Work requires constant contact with the public, especially visitors commuting by motor vehicle. Ambassadors must be able to exercise independent judgment with minimum supervision. Work is reviewed through analysis of reports, discussions, and through periodic customer satisfaction surveys from customers of the program.

DUTIES AND RESPONSIBILITIES:

- Beaches Ambassadors monitor designated areas educating customers on parking, local venues, and the use of the mobility management program.
- When necessary, Ambassadors will issue citations for parking violations in accordance with jointly approved policies of the Cities of Neptune Beach and Atlantic Beach.
- Ambassadors are responsible for assisting the public to the closest available parking spaces when the area is congested for events such as the Donna Run, Dancing in the Streets and other special events in the Beaches Town Center Area.
- Ambassadors will routinely check and maintain equipment associated with the Mobility Management Program and will immediately report issues to the Mobility Management Director.
- Ambassadors are further expected to routinely check all traffic signs, streetlights, traffic lights, trash receptacles, landscaping, and streets within their designated areas; and report any defects or damage to the Mobility Management Director for repair.
- Ambassadors are expected to provide courteous information on how to use the parking kiosks, phone applications, and are expected to be experts on local public events, and alternatives to motor vehicle transportation methods (such as JTA and the East Coast Greenway).
- Performs directed tasks as required and assigned by the Mobility Management Director.
- Promotes the positive relationship between the Cities of Neptune Beach and Atlantic Beach and its residents/visitors. Participates in developmental/training opportunities as scheduled by the Mobility Management Director.

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KNOWLEDGE, SKILLS AND ABILITIES:

Specific knowledge of traffic and parking ordinances; ability to work for short periods of time in inclement weather; ability to handle routine clerical, administrative and computerized record keeping functions; ability to establish and maintain effective working relationships with associates and the public; ability to handle customer concerns timely; ability to work flexible hours and days.

EDUCATION AND EXPERIENCE:

- Possession of a high school diploma or recognized certificate and one year of experience in customer service role.
- Skill in the use and care of radio transmitters and receivers, computers and parking enforcement tools.
- Possession of, or ability to acquire a valid driver's license for the State of Florida.
- Preference may be given to candidates that are Certified Parking Professionals, and/or possess current certificates in First Aid and CPR.

ADA COMPLIANCE:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and involve some lifting, carrying, pushing and/or pulling objects and material of moderate weight (12-20 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, bright/dim light, machinery, traffic hazards, toxic agents, disease, pathogenic substances, violence, animal attacks, or animal bites.

WORKING CONDITIONS:

The physical conditions that apply to the Worker in this job are described as follows:

- ☐ None: The worker is **not substantially exposed to adverse environment conditions:** job likely consists Of typical office work or administrative work.
- ☐ The worker is subject to **inside environmental conditions:** protection from weather conditions but not necessarily from temperamental changes (i.e. warehouses, covered loading docks, garages, etc.)
- ☒ The worker is subject to **outside environmental conditions:** no effective protection from the weather.
- ☐ The worker is subject to **extreme cold:** temperatures below 32 degrees for periods of more than one hour.
- ☒ The worker is subject to **extreme heat:** temperatures above 100 degrees for periods of more than one hour.
- ☒ The worker is subject to **noise:** there is sufficient noise to cause the workers to shout in order to be

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heard above the surrounding noise level.

- ☐ The worker is subject to **vibration**: exposure to oscillating movements of the extremities or whole body.
- ☒ The worker is subject to **hazards**: includes a variety of physical conditions, such as proximity to moving vehicles on roadways, mechanical parts, electrical current, working on scaffolding and high places or chemicals.
- ☒ The worker is subject to **atmospheric conditions**: one or more of the following conditions that affect the respiratory system or the skin: fumes, odors, dust, mists, gases or poor ventilation.
- ☐ The worker is subject to **oils**: there is air and/or skin exposure to oils and other cutting fluids.
- ☒ The worker is required to wear a **respirator**.

PHYSICAL ACTIVITIES:

Essential physical activities:

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|---|---|--|--|---|---|
| <input type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Crouching | <input type="checkbox"/> Crawlin |
| <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Pushing | <input checked="" type="checkbox"/> Pulling | <input type="checkbox"/> Lifting |
| <input checked="" type="checkbox"/> Fingering | <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Feeling | <input checked="" type="checkbox"/> Talking | <input checked="" type="checkbox"/> Hearing | <input checked="" type="checkbox"/> Driving |
| <input checked="" type="checkbox"/> Repetitive Motion | | | | | |
| <input type="checkbox"/> Other (list): | | | | | |

MATERIALS AND EQUIPMENT:

Machines, tools, equipment, electronic devices, software, etc. used by position:

- ☒ Camera/photographic equipment
- ☐ Cleaning supplies (for firearms)
- ☐ Commercial vehicle
- ☐ Data processing equipment
- ☐ Handcart
- ☐ Hand tools
- ☐ Headset
- ☐ Office equipment (desk, chair, phone, etc.)
- ☒ Office machines (copier, facsimile, calculator, cash register, etc.)
- ☒ Office supplies (pens, staplers, pencils, etc.)
- ☐ Packaging materials (boxes, shrink wrap, etc.)
- ☒ PC equipment (monitor, keyboard, printer, etc.)
- ☒ PC software
- ☒ Public safety equipment (firearms, radar, radio, mobile video systems, etc.)
- ☐ Other (list): OC spray, handcuffs, baton, gas mask, taser, police vehicle

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DISCLAIMER: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and qualifications required of employees assigned to this job.

For Office Use Only

Revision Date: 07/12/2023

Previous Revision Date: 8/26/2020

Previous Title: