



PARKING AUTHORITY OF BALTIMORE CITY
 JOB ANNOUNCEMENT
 #OPERPN104



General Position Information

Job Title	Customer Service Representative		
Position Reports to:	Manager, Residential Permit Parking		
Department	Operations	Salary	\$20.26
Division	On-Street Parking	FLSA Status	Non-Exempt
Section	Residential Permit Parking	Pay Grade	106
Work Location	211 N Paca Street, Baltimore, MD 21201	Employment Type	Full-Time

Job Summary

The Customer Service Representative (CSR) of the Residential Permit Parking program (RPP) serves to provide customer service to participants of the RPP program. The CSR utilizes customer service skills and parking-professional knowledge to assist customers navigate and participate in the process of acquiring residential parking permits. Assistance is provided over the phone, over email and in person.

Essential Duties and Responsibilities

- Reviews new and renewal permit applications to ensure accuracy and completeness for approval and processing of online and in-person sales;
- Educates the public about permit eligibility and the process of the RPP program;
- Analyze citizen accounts and troubleshoot complex scenarios in real time to resolve issues efficiently;
- Provide administrative support for special projects;
- Review outreach documents such as flyers that are shared with RPP community leaders for distribution;
- Interpret city parking laws for understanding and use when applicable;
- Supports work to issue special permits for unique parking situations;
- Coordinates with city agencies, non-profits, churches and quasi-public nongovernmental organizations as needed;
- Supports inventory and permit control by organizing, filing, and stocking permits for easy access and availability;
- Prepare reports to support internal understanding and assessment;
- Maintain organized filing systems using both alphabetical and numerical methods;
- Utilize and integrate external software relevant to daily operations;
- Handle high-volume workloads with efficiency, accuracy, and attention to detail;
- Demonstrate flexibility by adapting to changing priorities and performing a variety of tasks that fluctuate daily;
- Performs other duties as assigned.

Supervision Received and Exercised

This position has no supervisory responsibility over others and works under general supervision from the RPP Section Manager and Assistant Manager.



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Qualifications

- High school diploma or GED required;
- Additional advanced training beyond high school required;
- Minimum of 2 years, customer service-related experience required.

Knowledge, Skills, and Abilities Requirements

- Demonstrate exceptional customer service skills to effectively assist various customers, public, and vendors;
- Ability to provide information clearly to customers to ensure understanding;
- Ability to read, interpret and verify required documents for residential permits;
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to maintain organization, accuracy, and clarity in a fast-paced work environment;
- Ability to write routine correspondence such as business emails and memos, and when required, reports;
- Ability to follow established procedures to ensure consistency and minimize errors;
- Ability to speak effectively before groups of customers or employees of the organization;
- Basic mathematical skills, including addition, subtraction and multiplication using units of American numeral system and currency;
- Ability to read and comprehend simple instructions, short correspondence, and memos;
- Ability to effectively communicate information in one-on-one and small group situations to customers, clients, and other employees of the organization;
- Ability to manage tasks in a structured and orderly manner;
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions;
- Ability to identify issues and develop solutions in standard situations with limited variables;
- Ability to handle and de-escalate heightened or sensitive communications from customers or others while maintaining composure and effectiveness in dynamic or high-pressure situations;
- Ability to work independently and collaboratively as part of a team when required;
- Ability to collaborate with the RPP section team-members on daily tasks to ensure efficient workflow;
- Ability to be coachable and accept constructive feedback to make necessary performance improvements;
- Ability to ensure workflow efficiency and operational consistency



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Physical Requirements

This position is in an office environment conducive with regulated office temperatures and lighting. The noise level can become moderate. The majority of time is spent sitting; however, the employee has discretion about walking, standing, etc. Hand-eye coordination and manipulation of a phone and keyboard is frequent. The position occasionally requires stooping or bending. Light lifting, such as three or four reams of paper, or other materials (up to 20 pounds) may be required.

Additional Requirements	
<input type="checkbox"/>	Computer Skills Assessment
<input type="checkbox"/>	PABC Job Application
<input type="checkbox"/>	Criminal Background Check
<input type="checkbox"/>	Proof of Education, Training Qualifications and Certifications

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, or working conditions associated with this job.

This is an at-will position; the position may be eliminated at any time, and your employment within the position may be terminated at any time. This and all organization positions are subject to transfer, based on company need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Parking Authority of Baltimore City is an Equal Opportunity Employer and considers qualified applicants without regard to race, color, creed, religion, national origin, sex, age, veteran status or any other protected status under federal, state or local law.

**Submit Resume and Cover Letter by Closing Date to
 PABC c/o Employment Opportunities, 211 N. Paca Street,
 Baltimore, MD 21201 or via email to
EmploymentOpportunities@bcparking.com**

The Parking Authority, a quasi-city agency of the City of Baltimore, is an equal employment opportunity employer and strictly prohibits discrimination and unfair employment recruitment, hiring, selection, transfers and promotion. The Parking Authority is a smoke-free and drug-free workplace. We encourage a diverse work environment.

An excellent benefits package is offered to include paid personal, sick and vacation leave, as well as 13 paid holidays. Health care benefits (single or family) are available the first day of the following month of hire. Auxiliary employer-paid benefits include life insurance, accidental death and dismemberment insurance, short-and long-term disability insurance. A 401(k) plan with employer match and profit sharing is available after 6 months of employment.