



**CITY OF HAWTHORNE**  
**HUMAN RESOURCES DEPARTMENT**  
**TRAFFIC SPECIALIST**  
Classification Specification  
(Classified)

**DEFINITION**

Under direct supervision, performs a variety of clerical tasks, and assists general public regarding all matters related to parking and traffic.

**SUPERVISION RECEIVED AND EXERCISED**

The Traffic Specialist, a non-sworn position, reports to and receives guidance and direction from the Traffic Bureau Commander, Watch Commander, and/or designee.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following is a list of typical duties assigned to the Traffic Specialist position. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

1. Processes incoming and outgoing mail.
2. Assists general public in person or by phone.
3. Performs a wide range of clerical tasks, such as typing and filing.
4. Prepares various forms and reports in relation to parking stats or other related issues.
5. Coordinates and assigns parking enforcement tasks, per Commander's direction.
6. Enters and maintain parking citation records into system.
7. Processes parking administrative hearings.
8. Performs vehicle inspections as required.
9. Processes vehicle releases of stored vehicles.
10. May supervise other clerical staff as necessary.
11. Perform other duties as necessary and required.

**MINIMUM QUALIFICATIONS**

Education and Experience:

1. Graduation from High School or GED equivalent.
2. One (1) year of related experience, *or* two (2) years of experience in a position requiring public contact in an area such as customer service;
3. Or a combination of education and/or experience that clearly demonstrates the abilities necessary to perform the job.

Necessary Knowledge, Skills and Abilities:

1. Working knowledge of state, local laws and ordinances and regulations pertaining to

- vehicles and traffic operation.
2. Ability to learn and acquire a working knowledge of criminal and vehicle codes and differentiate between the two.
  3. Ability to follow written and oral directions.
  4. Ability to obtain information from patrons.
  5. Ability to write clear and concise reports.
  6. Ability to analyze situations quickly and objectively.
  7. Ability to cope with emotional situations firmly, courteously, and tactfully.
  8. Ability to react quickly and calmly to emergency situations and/or requests.
  9. Ability to communicate concisely orally and in writing.
  10. Ability to maintain accurate records.
  11. Ability to operate personal computer terminal, and other necessary office machines and equipment.
  12. Ability to maintain effective working relationships and deal tactfully, effectively and courteously with the general public, staff members, community groups and other agencies.
  13. Ability to sit for up two (2) hours at a time.
  14. Ability to stand, stoop and walk during the course of performing job.
  15. Ability to lift up to 15 pounds.

### **SPECIAL REQUIREMENTS**

Must possess a valid California Driver's License or have the ability to obtain one prior to appointment.

### **TOOLS AND EQUIPMENT USED**

Personal computer, mobile or portable radio, phone, copy and fax machine and other related office equipment necessary for the performance of this job.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

While performing the duties of this job, the employee may frequently be required to walk, stand, stoop, kneel and use arms, legs and back to occasionally lift and/or move up to 15 lbs.. Employee will use arms to reach, hands to operate, finger, handle objects and controls. Vision abilities required by this job include close vision, depth perception and the ability to adjust and focus. Noise levels are moderately to loud when outdoors.