

<b>Designation:</b>	Parking Attendant (CEO)
<b>Grade:</b>	Stroud 2
<b>Responsible to:</b>	Civil Enforcement Supervisor
<b>Service Area:</b>	Community and Facilities
<b>Post Number:</b>	COM1032

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good standard of Literacy and Numeracy

### EXPERIENCE

- Experience of dealing with the public face-to-face.
- Experience of conflict management/dealing with aggressive behaviour.
- Experience of using IT including Microsoft Applications, especially Word.

### SKILLS & KNOWLEDGE

- Basic numeracy skills.
- Good written and verbal communication skills.
- Assertiveness.
- Confidence and ability to communicate with people of all ages and backgrounds.
- Ability to remain calm in potentially stressful situations.
- Ability to work to procedures and to suggest improvements to those procedures.
- Ability to write reports and provide statements with assistance.
- Keen observation skills.

### PERSONAL ATTRIBUTES

- Committed to providing excellent customer service.
- Ability to work with minimum supervision and as part of a team.
- Smart appearance – staff uniform will be provided.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Current full driving licence
- Please note there is a no-smoking policy

## DESIRABLE CRITERIA

### QUALIFICATIONS

- 5 GCSEs or equivalent.

### EXPERIENCE

- Knowledge of Traffic Regulation Orders, Parking Legislation, Decriminalised Enforcement practice and procedure, and Clean Neighbourhoods & Environment Act 2005

### SKILLS & KNOWLEDGE

- Knowledge of local authority service and facilities.
- Knowledge of the Stroud District and of local tourist attractions and places of interest.

**PERSONAL ATTRIBUTES**

- Lateral thinking to problem solving.