



PARKING AUTHORITY OF BALTIMORE CITY  
 JOB ANNOUNCEMENT  
 #OPERPN104



**General Position Information**

<b>Job Title</b>	Customer Service Representative		
<b>Position Reports to:</b>	Manager, Residential Permit Parking		
<b>Department</b>	Operations	<b>Salary</b>	\$20.26 per Hour
<b>Division</b>	On-Street Parking	<b>FLSA Status</b>	Non-Exempt
<b>Section</b>	Residential Permit Parking	<b>Pay Grade</b>	106
<b>Work Location</b>	211 North Paca Street	<b>Employment Type</b>	Full-Time

**Job Summary**

The Customer Service Representative’s (CSR) primary focus is to serve our customers as a parking associate expert. The CSR utilizes customer service skills & parking professional knowledge to assist customers navigate the process of acquiring residential parking permits. Assistance is provided in-person, over the phone, or via email.

**Essential Duties and Responsibilities**

- Performs community outreach work by way of customer education;
- Educates the public about permit eligibility and the process of the RPP program;
- Maintains relations and open communications with our 46 community groups partnering with our agency on their Parking Plans;
- Processes permit and renewal applications to ensure accuracy and timely completeness;
- Completes work, such as but not limited to: maintaining permit program database; reviews permit applications and sells permits. When selling permits, customer checks, money orders, and credit cards are routinely handled;
- Provides special project support to management and colleagues;
- Runs custom reports for special projects with the permit management system; reviews and interprets city parking laws, organizes and formats data in excel for exporting into a variety of computer software systems such as GIS mapping;
- Supports work to issue special permits for unique parking situations;
- Coordinates communication and working tasks between city agencies, non-profits, churches and quasi-public nongovernmental organizations;
- Supports Inventory & Permit Control by organizing, filing, & stocking permits for easy access & availability;
- Occasionally supports management with on -street operations.
- Sets up reports to facilitate understanding and ensure clarity for in-house assessment;
- Performs other duties as assigned.



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## Supervision Received and Exercised

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

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## Qualifications

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- High school diploma or GED required;
- Additional advanced training beyond high school required;
- Minimum of 4 years related experience required.

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## Knowledge, Skills, and Abilities Requirements

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- Customer service skills to assist various customers, public, and vendors;
- Ability to provide information clearly to customers to ensure understanding;
- Advanced Microsoft Office skills including the Office 365 Suite.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to work independently to complete tasks without one on one daily instruction;
- Ability to add and subtract two-digit numbers and to multiply with 10's and 100's;
- Ability to perform mathematical operations in US dollars, weight measurement, volume, and distance;
- Ability to read, write and comprehend simple instructions, short correspondence, routine reports and memos;
- Ability to use multiple software applications that are co-dependent for the management of a hybrid customer database.
- Ability to effectively communicate and present information in one-on-one and small group situations: to customers, clients, and other employees of the organization;
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions;
- Ability to manage and develop solutions to problems involving a few concrete variables in standardized situations;
- Ability to manage and accomplish multiple tasks in a small amount of time.

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## Physical Requirements

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This position is in an office environment conducive with regulated office temperatures & lighting. The noise level can occasionally be moderate. The majority of time is spent sitting; however, the employee has discretion about walking, standing, etc. 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.



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	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 Employment, 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](mailto: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.