



PARKING AUTHORITY OF BALTIMORE CITY  
 JOB ANNOUNCEMENT  
 #OPERPN105



**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
<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 N Paca Street	<b>Employment Type</b>	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;
- Educates the public about permit eligibility and the process of the RPP program;
- Performs community outreach to provide education and resources about the RPP program;
- Maintains relations and open communications with the 46 community groups that partner with our agency on their Parking Plans;
- Maintains permit program database; prepares, processes and balances daily work sheets for deposits by the following business day; review permit applications and sells permits;
- Assists manager with support of special projects;
- Runs custom reporting for special projects within the permit management system; reviews outreach documents reaching tens of thousands of customers annually; reviews and interprets city parking laws; organizing and formatting data for specialized use such as GIS mapping & SQL data table importing;
- Supports work to issue special permits for unique parking situations;
- Coordinates with city agencies, non-profits, churches and quasi-public nongovernmental organizations;
- Supports inventory and permit control by organizing, filing, and stocking permits for easy access and availability;
- Sets up reports to facilitate understanding and ensure clarity for in-house assessment;
- 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

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- 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

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- Customer service skills to 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 write routine correspondence such as business emails and memos, and when required, reports;
- Ability to speak effectively before groups of customers or employees of the organization;
- Ability to add and subtract two-digit numbers and to multiply with 10's and 100's;
- Ability to perform these operations using units of American money, weight measurement, volume, and distance;
- 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 apply common sense understanding to carry out detailed but uninvolved written or oral instructions;
- Ability to manage and develop solutions to problems involving few concrete variables in standardized situations.
- Knowledge, skills, and ability to handle and deescalate heightened communications at times from customers or others.

## Physical Requirements

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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.



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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 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.

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.