TABLE OF CONTENTS

LIST OF CHARTS AND GRAPHICS iv

I. INTRODUCTION 1

II. JOB DUTIES 2

Data Entry 2

ADMIN 2

Inputting Parking Permits 2

Microsoft Access 5

How to Read a Parking Ticket 5

Inputting Parking Tickets 6

Microsoft Word 7

Basic Typing 7

Switchboard Operation 8

Answering Phones Correctly 8

Using Buttons Correctly 8

Officer Dispatch 9

Operating the Radio 9

Parking Violation Procedures 10

Interacting with Customers 10

III. USEFUL REFERENCES 12

Supervisors 12

Computer Programs 12

ADMIN 12

Researching Tickets 12

Microsoft Access 13

Researching Tickets (cont.) 13

Microsoft Word 13

Looking Up Saved Information 13

Internal Documents 14

IV. CONCLUSIONS 15

SOURCES 16