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