JOB FAMILY CONCEPT

This family consists of two levels of Parking Services work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from other job families by the primary responsibility for administering university parking policy, assisting customers with parking-related issues, and enforcing parking laws and regulations.

This family provides expertise and guidance in several areas including:

● Parking enforcement
● Traffic control
● Motorist assistance
● Permit issuance and administration
● Maintenance of Parking Services vehicles, equipment and signage

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

Parking Enforcement
● Perform vehicular and foot patrols
● Act as information specialist to visitors on campus
● Provide information to university community about parking services regulations and policies
● Assist stalled motorists and persons in distress
● Operate and troubleshoot special electronic equipment
● Enforce and ensure compliance with parking regulations
● Issue citations and/or warnings
● Maintain parking meters, kiosks and related pay and park machinery
● Collect money from meters, kiosks and users
● Immobilize vehicles and assist with towing
● Control traffic through use of signage, physical direction, and monitoring flow
● Assist police department with traffic control and special circumstances
● Maintain documentation of service calls and incidents

Parking Administration

- Reconcile cash and prepare deposits
- Cashiering, accounts payable and receivable
- Perform office functions including issuing permits
- Load parking information into database
- Research vehicle registration information
- Assist University community with special events, parking, tours, and signage
- Perform back-up duties as parking dispatcher
- Conduct training sessions
- Supervise students and/or lead staff

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1   **Grade 77**
PCLS: 04481   **Non-Exempt**

Descriptors

Work is performed under general supervision. Patrol parking lots and enforce parking regulations in accordance with department/university policy. Serve as an information resource and provide on- site instruction and assistance to motorists and pedestrians. Respond to calls for assistance with stalled motorists and security escorts. Maintain appropriate documentation and enter data into equipment and computers. Assist in the maintenance of metered parking machinery and equipment. Provide service to the university community for special events, parking, traffic control and signage. May perform duties as parking dispatcher. Perform a variety of office clerical duties such as reconciling cash and preparing deposits, cashiering, and issuing permits.

Knowledge, Skills, and Abilities

Knowledge of and ability to interpret and explain university regulations, protocols and procedures. Basic knowledge of federal, state and local statutes and laws. Excellent verbal and written communication and customer service skills. Cash handling and reconciliation skills. Data entry and record keeping skills. Conflict resolution and organizational skills. Ability to operate computers and specialized equipment. Ability to work independently and in harsh weather conditions. Ability to exercise judgment under difficult situations with tact and diplomacy.

Education and Experience

High school graduation and one year customer service experience or an equivalent combination of training and experience. Must possess a current and valid driver's license.

Level 2
PCLS: 04482

Grade 78
Non-Exempt

Descriptors

Work is performed under intermittent supervision. Patrol parking lots and enforce parking regulations in accordance with department/university policy. Serve as an information resource and provide on- site instruction and assistance to motorists and pedestrians. Respond to calls for assistance with stalled motorists and security escorts. Maintain appropriate documentation and enter data into equipment and computers. Assist in the maintenance of metered parking machinery and equipment. Provide service to the university community for special events, parking, traffic control and signage. May perform duties as parking dispatcher. May perform a variety of office clerical duties such as reconciling cash and preparing deposits, cashiering, and issuing permits. May lead** students.

Knowledge, Skills, and Abilities

Knowledge of and ability to interpret and explain university regulations, protocols and procedures. Basic knowledge of federal, state and local statutes and laws. Excellent verbal and written communication and customer service skills. Cash handling and reconciliation skills. Data entry and record keeping skills. Conflict resolution and organizational skills. Ability to operate computers and specialized equipment. Ability to work independently and in harsh weather conditions. Ability to exercise judgment under difficult situations with tact and diplomacy. Ability to lead** students.

Education and Experience

High school graduation and two years customer service experience or an equivalent combination of training and experience. Must possess a current and valid driver's license.

Level 3
PCLS: 04484

Grade 79
Exempt

Descriptors

Work is performed under intermittent supervision. This is the fully proficient level, requiring knowledge and experience to perform a variety of assignments and is considered a specialized resource. Operate more complex* or specialized equipment. Interpret and apply more complex* rules, regulations, policies and practices. Perform complex* computing tasks. Supervise**, schedule and train staff. This level is distinguished from the previous level by performing a wider variety of more complex* tasks, working more independently, resolving more complex* and sensitive issues and leading** staff.

Knowledge, Skills, and Abilities

Same as level two, plus: advanced knowledge of and ability to interpret and explain university regulations, protocols and procedures. Advanced cash handling skills. Advanced ability to operate and troubleshoot computers and specialized equipment. Ability to supervise and train staff.

Education and Experience

High school graduation and three years of progressively responsible related experience or an equivalent combination of training and experience. Must possess a current and valid driver's license.

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*   **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. university policies and regulations and parking regulations, federal and state statutes and laws, FCC radio standards and traffic regulations). Complexity increases as the application, interpretation, and frequency of working with these rules, regulations, entities and departments increases.

*   **Scope:** Refers to the impact that a unit/department has on the university or those it impacts, the size of the organization, or contacts/stakeholders that the department may have. Positions with high scope may impact the MAU and contacts within the external community.

**   **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Individuals must be fluent in the assigned area of responsibility.

**   **Supervise:** Hire, train, evaluate performance and initiate corrective action.