



## **JOB FAMILY CONCEPT**

This family consists of two levels of Parking Enforcement 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 enforcing parking laws and regulations.

This family provides expertise and guidance in several areas including:

- Parking enforcement
- Motorist assistance
- Supervision

## **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.***

- 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
- Reconcile cash and prepare deposits
- Immobilize vehicles and assist with towing
- Maintain documentation of service calls and incidents
- Assist police department with traffic control and special circumstances
- 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**

**PCLS: 04481**

**Grade 75**

**Non-Exempt**

***Descriptors***

Work is performed under general supervision. Patrol parking lots and enforce parking regulations in accordance with department/university policy. Serve as 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 university community for special events, parking, traffic control and signage. May perform duties as parking dispatcher. 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 2**

**PCLS: 04482**

**Grade 76**

**Non-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. Lead\*\*, schedule and train staff. This level is distinguished from the previous level 1 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 one, plus: Intermediate knowledge of and ability to interpret and explain university regulations, protocols and procedures. Advanced cash handling skills. Intermediate ability to operate and troubleshoot computers and specialized equipment. Ability to lead\*\* and train staff.

***Education and Experience***

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

- \* **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. Individual must be fluent in assigned area of responsibility.
- \*\* **Supervise:** Hire, train, evaluate performance and initiate corrective action.

[July 2009 revisions included formatting document for consistency.]