(PD-3539) Parking Officer I  

PD No.: PD-3539

POSITION INFORMATION

Internal Team:*  
SL-PS-Transportation & Parking Svcs - 204100

Job Code/Employee Classification:*  
Parking Officer 12 Mo  
Job Code: 8810

MPP Job Code:  

Position Number:  
Parking Officer 12 Mo  
Position no: SL-00002570

CSU Working Title:*  
Parking Officer I

Reports To:*  
Dir of Transportation & Parking

Campus:*  
San Luis Obispo

Division:*  
Administration and Finance

College/Program:*  
Public Safety

Department:*  
PS-Transportation & Parking Svcs - 204100

FLSA Status:  
Non-Exempt

POSITION DESIGNATION

Mandated Reporter:*  
Limited - The person holding this position is considered a limited mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

Conflict of Interest:*  
None

NCAA:  
☐ Yes ☐ No

Is this a Sensitive Position?:  
☐ Yes ☐ No

Job Summary/Basic Function:*  
Reporting to the Director for Transportation and Parking Services, the Parking Officer will patrol campus on foot and/or by vehicle to provide enforcement of campus parking rules and regulations including issuing citations, immobilizing and impounding vehicles, directing traffic and assisting police with traffic accidents and emergency calls for services, providing parking information and general university information to visitors, guests, students, staff and faculty.

Day-to-day work is performed independently under general supervision. Assignments involve regular use of judgement and discretion to solve problems and address situations. Courses of action are guided by established protocols requiring limited interpretation of policies.

Minimum Qualifications:*  
High School diploma or equivalent plus three to six months related experience.
Required Qualifications:

- Working knowledge of applicable procedures and regulations related to parking and traffic control.
- Thorough knowledge of campus layout and parking facilities.
- Ability to act and resolve parking and traffic problems.
- Working knowledge of parking-related equipment.
- Ability to write standard parking incident reports in a clear and concise manner.
- Working knowledge of applicable radio systems.
- Ability to observe and recall details and incidents, as well as detect and respond appropriately to potentially hazardous situations.
- Ability to effectively interact with a wired range of individuals including the campus community and the general public.
- Ability to appropriately handle parking monies received.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Qualifications:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

Special Conditions:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Possession of a valid driver's license or the ability to obtain by date of hire.

Supervises Employees:

☐ Yes ☐ No

Job Duties
JOB DUTIES

% of time | Duties / Responsibilities | Essential / Marginal
---|---|---
90 | • Enforcement
Enforcing parking rules and regulations by patrolling parking lots and issuing citations for parking and other violations, as appropriate; appearing in court for parking and related citations; assisting with the coordination of traffic, special events and emergencies.
• Customer Service
Assist the campus community and general public with information and community service functions related to parking services. Interaction requires tact and discretion.

10 | • Make deliveries to various on and off campus locations
• Write standard parking incident reports in a clear and concise manner
• Assist with minor repairs to parking meter and pay station machines
• Assist with parking occupancy counts, studies and surveys
• Assist with coverage of the Grand Avenue Visitor Center which includes, answering questions in person and over the phone, provide maps and directions to parking areas and appropriately handle parking monies.
• Attend trainings and meetings as required

Marginal

USERS AND APPROVALS