(PD-1086) Assistant Director for Parking & Events

**POSITION INFORMATION**

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-PS-Transportation &amp; Parking Svcs - 204100</th>
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<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Administrator I</td>
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<tr>
<td>MPP Job Code:</td>
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<tr>
<td>Position Number:</td>
<td>Asst Dir Parking &amp; Events</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Assistant Director for Parking &amp; Events</td>
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<tr>
<td>Reports To:*</td>
<td>Dir of Transportation &amp; Parking</td>
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<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Administration and Finance</td>
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<tr>
<td>College/Program:*</td>
<td>Public Safety</td>
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<tr>
<td>Department:*</td>
<td>PS-Transportation &amp; Parking Svcs - 204100</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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**SENSITIVE POSITION**

<table>
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<tr>
<th>Sensitive Position:</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Job Summary/Basic Function:*</td>
<td>Under general direction of the Associate Director for TAPS, the Assistant Director for Parking and Events provides direction and serves as the program administrator for the Events, Parking and Community Service Officer (CSO) Program. This position will be responsible for providing managerial oversight for the planning, supervision, and establishment of day-to-day operations for the parking and event programs. The incumbent will work in collaboration with the Associate Director for TAPS and other Public Safety Managers to contribute to the development of new programs, policies and procedures as needed to continually improve the overall existing parking operation.</td>
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<td>Minimum Qualifications:*</td>
<td>Bachelor’s degree from a four-year college or university. Four (4) years of progressively responsible experience in a parking industry related field AND three (3) years of direct supervision experience.</td>
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Required Qualifications:

Working knowledge of California state laws and regulations pertaining to parking enforcement.

Working knowledge of police, parking and transportation resources affecting local, CSU, state and national programs.

Proven ability to analyze operational and procedural problems in relation to parking and events operations and develop, evaluate, and recommend proposed solutions with the ability to effectively communicate the changes.

General knowledge of the parking industry technology related to access control, audits, automated pay stations, access and revenue control systems, automatic vehicle identification, license plate recognition, geo-fencing, and payment card industry standards.

General knowledge of Crystal Reports and Microsoft Project.

Knowledge of current PCI and PA-DSS industry requirements.

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.

General knowledge of effective personnel management practices and supervisory skills, including providing work direction, recruitment training, performance assessment, including establishment and monitoring of goals and objectives, motivation and professional development, corrective action and progressive discipline.

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Working knowledge of budget policies and procedures; and working knowledge of operational and fiscal analysis and techniques with the ability to analyze data, monitor and track program budget information using a variety of software products.

Ability to interpret the complexities of the various Collective Bargaining contracts.

Excellent organizational and time management skills with the ability to set own priorities or redistribute work assignments to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Ability to quickly identify situations where involvement of other campus programs or interests of the campus and surrounding community must be considered.

Ability to research, develop and evaluate policies and programs including collection, evaluation and interpretation of data to develop sound conclusions and make appropriate recommendations.

Knowledge of and the ability to instruct staff on cash handling skills and audit standards.

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.

Demonstrated ability to maintain a high degree of confidentiality.

Proven ability to draft and compose correspondence and standards reports.

Ability to accurately enter data into computerized handheld unit. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line system, Internet as well as online calendaring and email.

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling and punctuation.
Ability to maintain a calm, courteous and objective attitude in all situations; ability to act calmly and rationally in an emergency; ability to defuse hostile situations; and ability to relate to and gain the confidence and cooperation of members of the campus community and the public.

Strong ability to use negotiation and persuasion skills to achieve results and expedite projects.

Working knowledge of or ability to learn University infrastructure, policies and procedures.

Preferred Qualifications:

Certified Administrator of Public Parking (CAPP) credential from the International Parking & Mobility Institute (IPMI)

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Comprehensive and detailed knowledge of university infrastructure, policies and procedures necessary to respond to university requests, both routine and of an urgent nature.

Experience with T2 Flex, university scheduling software programs (similar to Resource 25).

Experience in using databases, MS Office software including Word, Excel, and PowerPoint.

Special Conditions:

Ability to work in a variety of weather conditions (heat, wind, rain, etc.).

Ability to stand and walk for extended periods of time.

Ability to lift and move barricades weighing between 10 and 35 lbs.; lift, move, deliver money bags weighing between 7 and 10 lbs. each, used in collection process for various parking permit dispenser and locations; and lift a wheel impoundment device weighing up to 25 lbs. out of a vehicle and mount it onto a parked vehicles wheel.

Ability to manually direct traffic using verbal commands and dual hand signals, interpret auditory signals associated with traffic control situations; operate various department vehicles; and verbally communicate with department personnel via portable handled radio utilizing police 10 codes.

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 Revised July 21, 2017 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.

This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Possession of (or ability to obtain by date of hire) a valid Driver’s License. Must possess a good driving record.

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.

NCAA:

☐ Yes ☐ No

Conflict of Interest:

None

Supervises Employees:

☐ Yes ☐ No

## JOB DUTIES

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Event Planning and Management of Event Operations:

Provide administrative leadership for the Parking and Events program. Assess, formulate, and evaluate the impact of campus events on traffic circulation, traffic and pedestrian safety, timing and location of proposed large-scale high visibility campus events with the potential of having broad and significant impacts on the campus and surrounding community.

Subject matter expert and technical advisor on campus Parking and Event programs.

Oversight and coordination of all special event planning requests, plans, and preparations.

Analyze operational and procedural problems in relations to parking and events operations and programs and develop, recommend, evaluate, and implement timely proposed solutions, policies, procedures and practices.

Analyze event-related potentials, anticipated event attendance, anticipated challenges related to specific events. Determine appropriate staffing levels, provide all necessary estimate/cost information, and provide event operation oversight.

Serve as the program administrator representing Transportation & Parking Services (TAPS) at most event planning meetings and campus committees.

Responsible for coordinating with off campus entities and agencies that are using campus facilities.

Ensure sufficient and appropriate parking and access according to the Americans with Disabilities Act (ADA) guidelines.

Effectively and appropriately, use campus and department data systems and/or law enforcement databases to manage confidential and protected information to support campus-wide parking and events programs.

Keep Public Safety management informed of issues and observations; and make programmatic recommendations to improve management of traffic circulation and safety improvements.

Manage relationships with campus various campus entities, colleges and departments that request parking and event services.

In coordination with the Public Safety Business Manager, responsible for the budget development and oversight for the Parking and Event operations.

Negotiate with on and off campus groups for services and cost recovery. Establish unit costs and work estimates; prepare service cost estimates and ensure that accurate and appropriate billing occurs; review cost recovery reports; and approve billing drafted by staff.

Ensure that programmatic operations related to parking and events are in-line with collective bargaining agreements.

Establish long and short-term program goals, objectives and service targets for campus wide parking and event programs. Required to annually review program performance and provide reports to management.

Based on historical occupancy reports develop traffic and circulation mitigation measures, budgets costs, and create staffing and deployment plans to minimize campus impacts. Regularly provide formal reports to Public Safety administration on program operations, metrics and strategic plans.

Parking Enforcement Operations and Services:

Supervise parking enforcement and events staff, complete timely performance evaluations and provide frequent feedback regarding performance and progress on established goals and
objectives.

Oversight of field staff that are monitoring traffic and parking circulation; make urgent and emergency adjustments in staffing and deployment; and request additional resources, reassign work duties, and respond to requests.

Analyze complex and sensitive campus-wide parking and access challenges; and contribute solutions and recommendations, including pedestrian and traffic routing, parking modifications and alternative transportation planning.

Coordinate with Facilities of construction projects to ensure circulation of all commuters and safety with consideration of long-term campus master plan projects.

Design, plan and facilitate training programs for initial orientation and to maintain or improve job skills for staff and student assistants. Provide remedial training to staff and student assistants when appropriate.

Develop and produce all required written educational support materials and training guides.

Verify and approve scheduling, leave usage and payroll for parking and events staff and student employees.

Management of all programmatic signage on campus.

Review and interpret University Parking Regulations and California State Laws to provide direction to staff on what legal and appropriate enforcement actions to take, including issuing citations, seizing fraudulent parking permits and impounding vehicles.

Make key decisions on field enforcement decisions, especially when no precedents exist.

Oversight of Parking Technology Software:

Ensure that the T2 Flex system is functioning to meet customer demand, maximize revenue and manage internal controls.

Develop short and long-range plans for uses and future implementation and modules within Flex.

Directly manage the department’s Software Systems Analyst.

Develop documents and revise systems, test procedures and quality standards.

Collaborate with the California DMV Justice and Government (JAG) Liaison staff to coordinate processes and reports related to customer management and citation processing.

Oversee the management of fourteen (14) campus pay stations including programming of the machines. Analyze permit sales and make recommendation as needed related to permit pricing and offerings.

Manage the configuration and reporting systems of the DPT machines.

Research, modify and implement customer service technology for the parking program to serve new purposes and continuously improve workflow.
Management/Oversight of Community Service Officer Program:

Act as the primary contact for the Community Service Officer (CSO) Program.

Provide management oversight of the Community Service Officers, including budget preparation, analysis and reconciliation; and provide oversight for the Community Service Officer staffing, hiring, and training processes.

Review and approve all field reports generated by the CSO Program.

Evaluate the CSO program, including independently contacting other colleges and universities to inquire about best practices. Analyze collected data and draft recommended program adjustments, which would include a cost analysis.

10 Assist with campus emergency operations

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

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**USERS AND APPROVALS**

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