## POSITION INFORMATION

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-PS-Transportatn &amp; Parking Svcs-204100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Community Service Spec 12 Mo</td>
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<tr>
<td>Job Code:</td>
<td>8820</td>
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</tbody>
</table>

**MPP Job Code:**

**Position Number:**

Community Service Spec 12 Mo

Position no: SL-00002568

**CSU Working Title:**

Senior Parking Community Service Specialist

**Reports To:**

Asst Dir Parking & Events

**Campus:**

San Luis Obispo

**Division:**

Administration and Finance

**College/Program:**

Public Safety

**Department:**

PS-Transportatn & Parking Svcs - 204100

**FLSA Status:**

Non-Exempt

## SENSITIVE POSITION

**Sensitive Position:**

- Yes    No

**Job Summary/Basic Function:**

Under the general direction of the Assistant Director of Parking & Events, the Senior Parking Community Service Specialist is responsible for providing lead work direction for the field enforcement operations. The incumbent will monitor traffic control, events, field services and enforcement.

**Minimum Qualifications:**

High school diploma or equivalent and three months of related experience.
**Required Qualifications:**

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Thorough knowledge of applicable procedures and regulations related to parking, traffic control, security and/or public safety. Familiarity with the California Penal Code.
- Ability to read and interpret a variety of laws, rules, and regulations.
- Demonstrated ability to verbally convey clear and precise communications, directions, and commands; and ability to observe and to respond appropriately to resolve parking and traffic conflicts or problems using independent and reasonable judgement.
- Work knowledge of police department radio codes and equipment. Ability to use applicable automated and computerized public safety systems and databases.
- Ability to plan and schedule unit work and provide lead directions to others.
- Ability to analyze operational issues and recommend procedural changes.
- 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.
- 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 with the ability to write reports and draft operating procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- 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.
- 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.
- Three (3) years or more of supervisory experience.
- Two (2) or more years of experience in a public service environment, such as parking operations or law enforcement.
- Knowledge of campus layout and parking facilities.
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.

Ability to work in outdoor areas where there is exposure to extreme elements, such as noise, dirt, heat, cold, wind and rain.

Must be able to perform work involving, walking long distances, standing verbally communicating via portable handheld radio, and lift and move equipment up to 35 lbs.

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.

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 the date of hire.

Ability upon hire to obtain certification for authorization to access the California Law Enforcement Telecommunications System via training by UPD.

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

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Job Duties

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### JOB DUTIES

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<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>90</td>
<td>Patrol campus on foot, bicycle and/or by vehicle; enforce campus parking rules and regulations by issuing citations; immobilize and impound vehicles.</td>
<td>Essential</td>
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<td>Appear in court for parking and related citations.</td>
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<td>Write standard parking incident reports in a clear, concise and timely manner.</td>
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<td>Coordination of security functions and daily operations for the parking services area.</td>
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<td>Traffic and pedestrian control on campus during peak hours and at special events; and placement of traffic control devices to facilitate traffic flow.</td>
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<td>Report safety hazards, incidents, or evidence of vandalism and needed repairs/replacement of signage and curbing.</td>
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<td>Provide escort and citizen assistance as needed.</td>
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<td>Attend departmental parking meetings and provide input on discussion topics.</td>
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<td>Answer questions regarding permits, parking rules and regulations, hours of enforcement and provide directions to parking areas, department, buildings, etc.</td>
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<td>Assist with coverage of the Visitor Information Center, which include, but is not limited to, answering questions in person or over the phone, providing maps and directions to parking areas, and appropriately handling parking money.</td>
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<td>Attend meetings with other departments on campus regarding special events.</td>
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<td>Assist with planning, coordinating, and/or assisting in the physical logistics for campus special events and emergencies.</td>
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<td>Assist with developing and implementing systems and programs to improve parking facility access and usage by the campus community as well as the general public.</td>
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<td>Assist with parking occupancy counts, studies, and surveys.</td>
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<td>Provide lead work direction and training to Parking Community Service Specialists.</td>
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<td>Review, assess and provide recommendations for procedural changes to improve the practices or policies for parking related functions on campus.</td>
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<td>10</td>
<td>Perform other job-related duties and special projects as assigned.</td>
<td>Marginal</td>
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<td>Assist with minor repairs of parking meter and pay station machines.</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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### USERS AND APPROVALS

https://admin.dc4.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=UFUtVjMtJgJ...