

CAL POLY

SAN L. UIS OBIS PO

Human Resources

POSITION DESCRIPTION (HR 120)

CLASSIFICATION: Parking Officer I

DEPARTMENT: University Police

Department —

Transportation and Parking
Services

WORKING TITLE: On-Call Parking Officer

FLSA: Non-Exempt INCUMBENT:

PURPOSE:

University Police at Cal Poly work with all citizens to preserve life, maintain human rights, protect property and promote individual responsibility and community commitment through a strong police/community partnership. The University Police Department consists of an operations and a support division. Transportation and Parking Services is a unit of the Support Division which also includes Communications and Records, Support Services, Visitor Information Center and Commuter and Access Services.

Reporting to the University Police, Lead Parking Supervisor, the Parking Officer will patrol campus on foot, bicycle, 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 service, assist with university events, providing parking information and general university information to visitors, guests, students, staff and faculty.

DUTIES AND RESPONSIBILITIES:

ESSENTIAL JOB FUNCTIONS

Daily

Enforcement

- Patrol campus on foot, bicycle and/or by vehicle; enforce campus parking rules and regulations by issuing citations, immobilize and impounding vehicles.

Contacts

- May have contact with visitors, guests, vendors, students, staff and faculty. Answer questions regarding permits, parking rules and regulations, hours of enforcement and provide directions to parking areas, departments, buildings, etc.

Miscellaneous

- Traffic and pedestrian control on campus during peak hours and at special events
- Work special events (Some events are mandatory and the candidate will be informed of this information) • Assist police with traffic accidents and emergency calls for service
- Attend parking meetings • Prepare written reports
- Report safety hazards, incidents, or evidence of vandalism
- Report needed repairs/replacement of signage and curbing
- Maintain parking vehicles
- Maintain parking equipment

Coverage for Visitor Information Center

- Sell parking permits, answer questions in person and over the phone, provide maps and directions to parking areas, departments and buildings for visitors, guests, vendors, students, staff and faculty.
- Cover center shifts as needed.
- Conduct parking space availability and usage surveys, • Make deliveries to various campus locations.
- Collect money from permit dispensers and visitor information center and deliver to State Cashier. • Make minor repairs to permit dispensers and meters.

OTHER JOB FUNCTIONS As Needed 10. Perform other job-related duties and special projects as assigned.

- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: High School diploma or equivalent and six months related experience.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: Must possess (or have the ability to obtain by date of hire) a valid Class C California Driver's License. Must possess a good driving record.

REQUIRED QUALIFICATIONS (SKAs):

- Demonstrated ability to work independently; ability to observe and accurately recall details and incidents, as well as detect and respond appropriately to potentially hazardous situations; ability to quickly learn and apply a working knowledge of parking rules and regulations and traffic control procedures applicable to the Cal Poly campus.
- Must be honest and ethical.
- Working knowledge of or ability to quickly learn how to use applicable parking-related equipment and automated systems.
- Working knowledge of applicable radio systems. Will train if common knowledge is not known.
- Strong communication and customer services skills. Ability to use tact and diplomacy to effectively communicate verbally and in writing with the campus community and the general public, being sensitive to a diverse community.
 - Demonstrated ability to deal calmly and effectively with irate individuals while maintaining appropriate demeanor, especially in situations of high visibility.
- Ability to maintain a high level of confidentiality.
- Ability to verbally convey clear and precise communications, directions, and commands; ability to observe and to respond appropriately to resolve parking and traffic conflicts or problems using reasoning and judgment.
- Ability to follow oral and written instructions and have attention to detail.
- Ability to write/print standard parking incident reports, and other documents, in a clear and concise manner. • Ability to perform basic arithmetic computations, appropriately handle money and make change in an expedient manner.
- Ability to accurately enter data into computerized handheld unit. Ability to operate personal computers and knowledge of computer applications, such as, word processing, email, calendaring, and databases.

PREFERRED QUALIFICATIONS:

- Three years Customer Service experience in a related field of work.
- Experience in an adversarial environment related to a public service, such as parking operations or law enforcement, which provided the ability to deal calmly with angry, confused, and or confrontational customers.
- Knowledge of campus layout and parking facilities.

SPECIAL CONDITIONS:

- This position works various hours. Must be able to work shift work and occasional overtime (evenings and weekends) for special events such as football games, commencement ceremonies, Open House, etc.
- Must be able to successfully pass a pre-employment background and fingerprint check.
- Ability to lift and move barricades weighing between 10 and 50 lbs.
- Lift, move, deliver money bags weighing between 7 and 10 lbs. each, used in collection process for various parking permit dispensers and locations.
- Lift a wheel impoundment device weighing up to 25 lbs. out of a vehicle and mount it onto a parked vehicle's wheel.

Ability to issue parking citations by continuously entering data into a 6 lb. computerized handheld unit.

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- Manually direct traffic using verbal commands and dual hand signals.
- Interpret auditory signals associated with traffic control situations.
- Walk long distances (up to 4 miles per shift).
- Operate a three wheeled electric vehicle, bicycle, and various department vehicles.
- Verbally communicate with department personnel via portable handheld radio.

- Must be able to obtain certification for authorization to access the California Law Enforcement Telecommunications System obtained via training in the University Police Department.
- 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 CSI-J Executive Order d 083 as a condition of employment.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

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SIGNATURES:

INCUMBENT: I have read this position description and understand its contents.

Incumbent Print name	Signature	Date
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SUPERVISORY: We certify that all statements on this form are complete and accurate

Immediate Supervisor

_____ 3/4/14

Gaven Hussey Director, Parking and Events Co Dept Head/Director	Coordinator	 Signature Date
Immediate Supervisor		Signature Date

Dept Head/Director

Dean/Vice President

Date

George Hughes, Chief of PO	Dean/Nice President	Signature
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Cindy Villa
 Vice President, Administration and Finance

Employee ID: _____	HR USE ONLY*	Classification Information:
Position Number: _____	Request for:	Approved Classification Title: _____
Time-base: _____	<input type="checkbox"/> Update Review for File	Class Code/Range: _____
[2 Temporary [2 Permanent	<input type="checkbox"/> Classification Review	CBID: _____
Doc Coding: _____	<input type="checkbox"/> New Position Recruitment	MPP Job Codes: _____
	<input type="checkbox"/> Replacement Recruitment	COI: Y IN
	Recruitment Number: _____	Classifier Initials: _____ Date: _____

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