

MPP / Staff Position Description

| **HUMAN RESOURCES USE ONLY** | |
| --- | --- |
| **Conflict of Interest (COI) Designated:** ☐ Yes ☐ No  **Mandated Reporter:** ☐ Limited ☐ General ☐ N/A  **Review Date:** | ***MPP Positions Only***  **MPP Job Code:**  **Job Family:**  **Job Function:**  **Job Category:** |

**Mandated Reporter Per CANRA**  [x] **YES** ☐  **NO**

The person holding this position is considered a ‘mandated reporter,’ under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

**Please Note**: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

| **Please check one:** | ☐ New Position | [x] Existing Position Update |
| --- | --- | --- |

| **Date:** | 7/29/2024 |
| --- | --- |
| **Department & Division:** | Parking & Transportation Services, Business & Financial Affairs |
| **Employee Name**  *(leave blank if vacant)***:** |  |
| **Current Classification & Grade:** | Parking Officer II |
| **FLSA Status:**  *(exempt or non-exempt)* | Non-exempt |
| **Working Title:** | Field Operations Lead/Parking Lead |
| **Position Number & Job Code:** |  |
| **Working Title & Position Number of HEERA Designated Appropriate Administrator:** | Christopher Sumner, Associate Director of Parking & Transportation Services, Administrator I |

**I. FUNCTION OF THE EMPLOYING UNIT:**

*State the basic purpose of the Department/Unit in one brief paragraph. Include the division’s DEI statement here.*

Parking & Transportation Services (PATS) is a department in the division of Safety and Community Empowerment in Business and Financial Affairs. PATS employs 18 professional staff and a team of student assistants. PATS provides comprehensive mobility services, solutions, and planning for the SDSU community. We employ a diverse team of professionals who coordinate and deliver parking, transit, micromobility, car sharing, vanpooling, and other transportation needs. Our staff provide information and customer service to our campus community for permits, citation appeals, defensive driving and overall support for our parking management database used by our community for managing their parking accounts. PATS manages many vendor contracts in order to deliver services efficiently, affordably, and professionally. PATS Parking Representatives are responsible for the enforcement of parking rules and regulations on campus, in addition to providing parking and traffic support for numerous events. Our Parking Representatives provide enforcement through foot patrol and license plate recognition software. Student assistants provide office support and support services with our Parking Representatives through parking enforcement and special event support.

**II. PURPOSE OF POSITION**:

*State the basic purpose of the position in one to three specific statements.*

* Under the immediate supervision of the Associate Director of Parking & Transportation Services, the purpose of the position is to coordinate multiple parking related functions to ensure the day-to-day operations of parking services are successful. The Field Operations Lead will provide lead work, and direction of 9 Parking Enforcement Representatives and 12 student assistants, providing training and ensuring that daily responsibilities and objectives are met . The Field Operations Lead is responsible for updating training manuals, offering administrative assistance, acting as a night shift lead, training and evaluation of students, assisting in the administration of our student field assistant program, managing equipment and inventory, and leading special events work. The Field Operations Lead will work various shifts and patrol the campus on foot or by vehicle to ensure parking rules and regulations are followed. The Field Operations Lead shall respond to calls for service. The Field Operations Lead will be required to work special events which will require coordination with other personnel. The Field Operations Lead will be required to work weekends, nights, extended shift periods, holidays that coincide with special events or emergency callouts. Typical shifts reflect a 5-8.5 hour schedule.
* 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.

**III. CHANGES IN RESPONSIBILITIES:**

* N/A

**IV. MAJOR RESPONSIBILITIES**:

*Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.*

| **Description of Responsibilities:** | **(%) Percent of Time** |
| --- | --- |
| Provides lead work direction, training, inspection, assignment and coordination of day-to-day duties of other parking enforcement representatives and special event staff. Training includes stall counting, special event setup, vehicle immobilization, vehicle tows, RIMs reports, iRIMS application, officer safety, issuance of parking citations within the T2 systems, campus parking and building layout, traffic control, parking permits, special event coordination, vehicle maintenance, scofflaw entries, general operations of radios and vehicles, towing procedures, electrical message board signs and training. The Field Operations Lead will be responsible for the creation and maintenance of training manuals and training logs and will be responsible for scheduling assignments via Google Calendar. The incumbent will be responsible for inventory and asset management. Lead work direction is to include scheduling of all duties and responsibilities, monitoring and documenting performance, and maintaining applicable records of employees. The incumbent will create and maintain forms and signage; analyze parking usage and traffic patterns to assist in improving facility use and access. The incumbent will analyze operations to develop recommendations for procedural change. Provide annual parking inventory for all campus parking as required by the Chancellor’s Office. Responsible for identifying issues and performing maintenance/troubleshooting of License Plate Readers/AutoVu Patroller and National Signal electric message board signs, hardware and software as applicable to field operations. The Incumbent will be responsible to contact vendor support (via online forum, phone or email) and act as the first level of resolution for issues that directly impact the use of the T2 enforcement devices, License Plate Readers, PayByPhone and Luke II Pay Stations and to report all issues outstanding issues through Parking Services for resolution. | 40% |
| Issuing parking citations (via handwritten tickets or mobile enforcement device) in parking lots, structures and the core of campus for vehicles in violation of University parking rules and regulations. Reports any maintenance issues for parking lots/structures, safety/suspicious behavior. This includes communication with dispatch regarding their location, status and calls for service to cite specific illegally parked cars and submitting work orders to Facilities Services as needed. Receive approval and coordinate impound of vehicles with 5 or more outstanding violations and entering all information into RIMS our law enforcement records management system. Work coordination with Facilities Services for minor parking repairs and asset maintenance. Troubleshoot and fix issues with the parking systems. Respond to calls for service for room unlocks, pay machine malfunctions and other assistance needed by University Police or the Associate Director of Parking & Transportation Services (such as assisting records with evidence pick up/drop off and administrative or material deliveries). Coordinating VIP guests or events, providing necessary escorts and/or service as needed. Remove bollards for construction and/or events. Learn and implement any new technology, equipment, hardware and software necessary to implement parking services for special events. | 20% |
| During special events the Field Operations Lead will act as a field lead, responding to issues as they occur in the field, will ensure the successful implementation of the traffic plan to include oversight of hired agencies in the field. Responsible for developing all signage locations to support traffic plans. Works in conjunction with the Associate Director and Special Events Analyst in special event and emergency planning. Coordinate small events requiring sign placement and minimal staffing for university events. Works special events during and after normal work hours performing all necessary duties for the event; such as posting, setup and picking up signs, cones, flares and placing/picking up, programming, and turning on/off electrical signs and light towers; directing pedestrian and vehicle traffic in and around parking areas. Perform pedestrian and vehicle traffic control in emergency situations, escort emergency vehicles when necessary and assists with crowd control and/or evacuation when the police need assistance. In charge of coordinating event staff contracted for traffic control and money collection, this may include managing the entire event, which would include use of CCTV cameras for traffic flow, obtaining lot/structure status, answering and directing all via radio, calling in staff for money audit, determining staffing needs for egress and ensuring auditing staff are available. | 20% |
| Provides training and evaluation for student field assistant programs, to include instruction on parking enforcement rules, regulations, and procedures, traffic control skills, roadside equipment setup, and officer safety. The Field Operations Lead will include periodic updates to the Associate Director on student performance. | 10% |
| Provides administrative assistance to the Associate Director and Special Events Analyst when necessary. Roles include assistance in special event coordination, special event billing procedure, administration of Offstreet software, review of traffic plans, monitor [patsevents@sdsu.edu](mailto:patsevents@sdsu.edu) email requests and respond to any relevant inquiries. | 5% |
| Performs other duties as assigned by the Associate Director | 5% |
| **Total**  **=100%** | 100% |

**V. LEAD WORK DIRECTION OVER OTHERS**:

*List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).*

| **Classification** | **Working Title** | **Type of work direction**  **(Direct or General)** |
| --- | --- | --- |
| Parking Officer I (x9) | Parking Enforcement Representative | General |
| Student Assistant (x12) | Student Field Assistant | General |
|  |  |  |
|  |  |  |

**VI.** **POSITION REQUIREMENTS**:

*A. List education and years of experience required that are based on the classification standards.*

* A High School diploma or equivalent with high school level reading, writing, & mathematical abilities.
* Applicant must possess a valid California Driver’s License

*B. Skills, knowledge, and abilities required for this position that are based on the classification standards*

* Working knowledge of applicable procedures and regulations related to parking and traffic control.
* Ability to act and resolve parking and traffic problems.
* Working knowledge of parking-related equipment and technology.
* 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 wide range of individuals including the campus community and the general public.
* Ability to handle sensitive situations with tact and confidentiality.
* Ability to work overtime on an as needed basis to support special events for SDSU, Viejas Arena, Cal Coast Credit Union Open Air Theatre, or as otherwise required. Overtime requirements may be consecutive days and operational periods of 10-14 hours.

*C. Specialized skills required for this position*

* Ability to lift up to 50 pounds repeatedly, sit, bend, walk for extended hours, stand and have repetitive arm movement for long periods of time, exposure to car and flare fumes, and the ability to tow equipment.

*D. License and Certification Required (I.e., Driver’s License and Grade, Certification, etc.)*

**VII.** **PREFERRED QUALIFICATIONS**:

* Bachelor’s Degree in Business, Leadership, Communications, Criminal Justice Administration, Public Administration or a related field.
* One or more years of prior experience working in parking field operations relating to the enforcement of the California Vehicle Code and California Education Code.
* One or more years of experience working with parking enforcement automated systems (enforcement devices, mobile printers, sign printers, License Plate Readers, Pay Stations, mobile RIMS).
* One or more years of prior experience in using radio systems.
* One or more years of experience conducting traffic control on city streets or high ingress intersections for special events with at least 5,000 patrons.
* Previous experience in law enforcement or the military.
* Previous experience in working in higher education.
* Ability to communicate effectively, both verbally and in writing.
* Ability to work well within a team environment.
* Ability to problem solve and act independently to accomplish team objectives in a fast paced environment.
* Ability to develop a thorough understanding of the SDSU campus and parking facilities.
* Three or more years of experience in customer service .

**VIII. SIGNATURES:**

*The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)*

|  |  |  |
| --- | --- | --- |
| Incumbent’s Signature/Acknowledgment |  | Date |
|  | | |
|  |  |  |
| Appropriate Administrator Signature |  | Date |
|  | | |
|  |  |  |
| Classification & Compensation Services |  | Date |

# Attachment A

Complete for all positions

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.**

**Physical Summary:** Choose one description out of the categories below that best describes this position.

☐  **Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

☐  **Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

☐  **Medium Work:** Job **i**nvolves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

[x]  **Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent’s time will be spent walking, standing, squatting, kneeling, or climbing.

**Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.**

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

| **Physical Requirements of the Position** | | **Mental Requirements of the Position** | |
| --- | --- | --- | --- |
| N | Bending (neck) | F | Reading & Comprehending |
| O | Bending (waist) | F | Writing |
| N | Climbing | O | Performing Calculations |
| N | Crawling | F | Communicating Orally |
| N | Kneeling | F | Reasoning & Analyzing |
| O | Pushing/Pulling | F | Decision Making |
| O | Sitting | O | Directing/Coordinating Others: |
| N | Squatting |  | Other: |
| O | Standing | **Environmental Working Conditions** | |
| O | Twisting (neck) | F | Exposure to variations in temperature/humidity |
| N | Twisting (waist) | O | Exposure to chemicals, gases, dust or fumes |
| F | Walking | F | Operates machinery or drives motorized equipment |
| F | Handling Objects | N | Exposure to bio-hazards |
| O | Manual dexterity | O | Working in normal office environment |
| O | Reach above/below shoulder | F | Working outside with various weather conditions |
| O | Using foot controls | F | Uses specialized equipment |
|  | Other: |  | Other: |

# Attachment B

Complete for all positions

***Sensitive Position:*** *For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the* [*CSU Background Check Policy*](https://sdsuedu.sharepoint.com/sites/BFA/HR/employment/Pages/CSU-Background-Check-Policy.aspx).

| *Consideration for designation as a sensitive position per HR Technical Letter 2017-17* | | |
| --- | --- | --- |
| 1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property? | [x] Yes ☐ No | Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a). |
| 1. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive? | [x] Yes ☐ No | Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN’s, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages. |
| 1. Does this position have access to student records? | ☐ Yes [X] No | FERPA (Access to student education records) |
| 1. Is the position responding for recording/reporting Clery Data? | ☐ Yes [x] No | Clery Act Basics |
| 1. Does the position have access to protected health information? | ☐ Yes [x] No | HIPAA |
| 1. Will this position be an active/participating member of the SDSU Emergency Operations Team? | ☐ Yes [x] No | EOC Member |
| 1. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death? | [x] Yes ☐ No | Motor Vehicle Records/Licensing Check is required. CA Defensive Driver |
| 1. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development? | ☐ Yes [x] No | COI CAT 1 |
| 1. Does the position influence or make decisions regarding the purchase of goods, service or construction work? **Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.** | ☐ Yes [x] No | COI CAT 2 |
| 1. Does the position influence or make decisions regarding the investment of **SDSU/CSU** funds. | ☐ Yes [x] No | COI CAT 5 |
| 1. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus? | ☐ Yes [x] No | COI CAT 6 |

# Attachment C

Complete for **MPP Positions Only**

**Mental Effort:**

*Enter frequency of occurrence for all applicable activities using the following key:*

**1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs**

| **Planning** | | **Staffing** | |
| --- | --- | --- | --- |
|  | Forecast |  | Define Roles |
|  | Set Program Goals |  | Give Input to Position Descriptions |
|  | Determine Budget Allocations |  | Determine Selection Criteria |
|  | Establish, Implement, Revise Policies |  | Recruit/Interview/Select |
|  |  |  | Orient Staff |
| **Organization** | | **Employee Relations** | |
|  | Describe Relationships Between Functions |  | Initiate Corrective Action |
|  | Define Department/Divisional Structure |  | Authorize Formal Discipline |
|  | Establish Priorities to Meet Goals |  | Administer Collective Bargaining Agreements |
|  | Schedule Work for Employees |  | Prepares/Investigates Grievance Awards and Complaints |
|  | Implement procedures |  | Formulates/Represents University Position for Formal Grievances/Complaints |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |
| **Direction/Leadership/Supervision** | | **Performance Evaluations** | |
|  | Educate |  | Determine Performance Standards |
|  | Delegate |  | Authorize/Approve Awards |
|  | Coordinate |  | Prepare Performance Evaluations |
|  | Coach/Train/Develop |  | Observe/Follow-Up on a Daily Basis |
|  | Recommend Formal Training |  | Correct Work/Behavior Problems |
|  | Motivate |  |  |
|  | Instruct/Demonstrate |  |  |
|  | Schedule Staff/Readjust Schedule |  |  |
| **Organization** | | **Other** | |
|  | Describe Relationships Between Functions |  |  |
|  | Define Department/Divisional Structure |  |  |
|  | Establish Priorities to Meet Goals |  |  |
|  | Schedule Work for Employees |  |  |
|  | Establish deadlines |  |  |
|  | Implement procedures |  |  |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |

# Attachment D

Department Organization Chart

**Instruction:** Please insert an image of your department’s organization chart and highlight where this Position Description falls within the chart.

