



POSITION DESCRIPTION

Department:	Public Safety Business Services
Classification Title:	Administrative Support Coordinator I
Working Title:	Citation Program Coordinator
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

The mission of the Public Safety unit at Cal Poly is to foster a safe environment for students, staff, faculty, and visitors. The Public Safety unit consists of four departments; Cal Poly Police, Emergency Management, Business Services and Transportation and Parking Services, which work collaboratively to enhance the campus safety and readiness.

Under the general supervision of the Manager of Public Safety Business Services, the Citation Program Coordinator is responsible for the adjudication of parking citations and the programmatic oversight of parking citations. This position provides general information and assistance to the campus community and public in a manner that reflects a high standard of professionalism for the unit and the University.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

Daily 90%

1. Responsible for the adjudication of “first level” appeals of campus parking citations including reviewing the appeal for legality, appropriateness and merit, performing research on citation history and making final determination to grant or uphold appeal.
2. Responsible for assisting with and facilitating vehicle immobilizations and tows.
3. Collaborate with Transportation and Parking Services team to understand, analyze, improve, and apply enforcement policies and procedures and parking rules and regulations.
4. Monitor any email or phone email related to parking citations and communicate with customers in a professional and courteous manner.
5. Listen to customers and accurately assess their needs and provide responses in a timely manner.
6. Provide technical support in facilitating the campus parking citation program including the software utilized, processes implemented, and interfacing with field staff.
7. Responsible for basic accounting tasks including processing monthly surcharges as well as refunds.
8. Participate in the annual review of parking rules and regulations.
9. Utilize campus and industry specific software for parking and citation management.

Related Job Functions

As Needed 10%

1. Perform other job-related duties and special projects as assigned
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions
3. Support other customer service functions in Public Safety as needed, including but not limited to working at the Reception Center, at Public Safety outreach events, and in the field as part of the Public Safety events team.

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or its equivalent. Type 45 wpm. Four (4) years of general office support experience. (Training at a vocational school or full-time college education may be substituted for two years of the required experience on the basis of one year of college education for 6 months of experience.)

Licenses, Certificates, Credentials:

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

Required Skills, Knowledge, and Abilities

1. Ability to understand, interpret, communicate and apply applicable rules, regulations, policies, and procedures.
2. 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. Ability to adapt to and use new and/or changing technology, systems and software.
3. Ability to anticipate problems and address them proactively.
4. Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
5. Ability to provide process improvement innovation for day-to-day business operations of programs within the department.
6. Ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Ability to effectively present ideas and concepts in written or presentation format.
7. Thorough knowledge of English grammar, spelling and punctuation.
8. Ability to gain the confidence and trust of others through honesty, integrity, and authenticity.
9. Ability to represent the university and its interests in a professional and conscientious manner.
10. Ability to build partnerships and work collaboratively with others to meet shared objectives.
11. 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.
12. Ability to work independently.
13. Demonstrated ability to provide excellent customer service to the campus community for Business Services related issues.
14. Ability to maintain an uncompromising level of confidentiality.
15. Ability to use tact, sound judgment, diplomacy, and discretion to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
16. Ability to rebound from setbacks and adversity when facing difficult situations.
17. Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
18. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
19. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- One or more years of experience in a customer service environment such as in hospitality, public safety, or retail environment.
- Experience working in a parking department.
- 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.
- 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 classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

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

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

TAKUTO DOSHIRO, MANAGER, PUBLIC SAFETY BUSINESS SERVICES	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

GEORGE HUGHES, ASSITANT VICE PRESIDENT, PUBLIC SAFETY & CHIEF OF POLICE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: _____
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: _____
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position	CBID: _____
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement	MPP Job Code: _____
<input type="checkbox"/> COI Position	<input type="checkbox"/> Recruitment	Classifier Initials: _____
Recruitment Number: _____		Date: _____