



POSITION DESCRIPTION

Department: University Police, Parking & Commuter Services
Working Title: Customer Service Representative
Job Code: 1032
Time Base: 1.0
Position Number:

Position Reports To: Director, Parking & Commuter Services (PACS)
Classification: Administrative Support Assistant II
Range Code: 2
Exempt or Non-Exempt: Non-Exempt
Last Update: 12-3-19

Union / Unit (if applicable): California State University Employees Union (CSUEU)/Unit 7

PURPOSE OF POSITION:

Under general supervision, this position is responsible for providing optimum customer service and lead direction to student assistants at the Parking and Commuter Services (PACS) Administration service center. This position is responsible for cash handling, processing payments for parking permits, parking citations/penalties, transportation programs entering data into a financial system; balancing and reconciling cash drawers and deposits on a daily basis.

MAJOR RESPONSIBILITIES:

	<u>%OF TIME</u>
1. Customer Service	40%
2. Daily Financial Operations/Cashier	40%
3. Administrative Support	20%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. Customer Service

- a. Provide optimum customer service to all PACS constituencies, and the general public using tact, courtesy, respect, self-control, patience, discretion, and a collaborative approach in all customer business transactions at the PACS Service center, including but not limited to: accepting payments for parking permits and citations, accepting appeals for parking citations, answering all incoming telephone calls, assisting all walk-in customers, maintaining a filing system that serves the needs of the business operations, maintaining good working relationships with all University peers.
- b. Responsible for sale, distribution, and accurate data entry for all Parking Administration permit programs including but not limited to: Faculty/Staff Long Term & Temporary, Student Semester, Carpool, Overnight, Convertible, Motorcycle, Daily, Sponsored Guest, Special Medical, Disabled, Visitor/Guest, Program Permits, Convenience, Construction, Service, Guest ID Card Permits, Vendor, Lost/Stolen, and Reserve permit program, as well as the sale of bus passes, rental of bike lockers, and service for all other Commuter programs.
- c. Accurately impart information to the campus community, representatives from other colleges and universities, vendors, and the general public.
- d. Assist in training new staff members in procedures and processes, including new student employees.
- e. Serves as the primary departmental contact for comments, concerns, and suggestions and may be asked to represent PACS as our spokesperson at the New Employee Orientations, Faculty Orientations, and New Student Orientations.
- f. Provide back-up telephone support to other units within PACS.

2. Daily Financial Operations/Cashier

- a. Responsible for cash handling, processing payments for parking permits, parking penalties, and transportation programs; balancing and reconciling cash drawers and deposits on a daily basis.
- b. Responsible for following accounts payable procedures and PACS financial and regulatory requirements and ensuring these procedures meet all internal and external audit requirements.
- c. Process requests for parking permits; prepare paperwork for chargebacks; assist with refund/payment requests via accounts payable including on-line departmental chargebacks, processing, and billing preparation.
- d. Prepare clear, concise and legible documents and other PACS reports.

- e. Navigate and generate PeopleSoft based reports for permit tracking, mail out services, incoming web payments, and incoming on-line parking permit requests; enter all sales information into financial system.
- f. Review financial documents for accuracy; research parking permit sales transactions and parking citation payments; identify, trace, correct errors and make adjust parking customer records.

3. Administrative Support

- a. Work with Administration staff on permit: inventory, purchase, sales, distribution, and refund requests for all parking permit programs.
- b. Operate one or more spreadsheet packages, and on-line systems to enter data; and generate reports as required for the successful operations of the Parking administration and Front Counter operations.
- c. Opens and distributes mail.
- d. Works with Fiscal Resource Coordinator to order necessary office supplies and equipment for use within the department and conducts inventory checks as needed.
- e. Provide back-up administrative support to other units within PACS.
- f. Assist in developing marketing plans that will alert the campus community of upcoming changes within the parking program. This includes fee increases, changes in lot designations, and services that could disrupt normal business operations.
- g. Assist with additional special projects as needed.
- h. Provide lead direction for student employees; assign special projects and establish work hours and responsibilities, standards, and expectations for student employees; review time-off requests to ensure coverage for Administration service center.

PROVIDES LEAD DIRECTION:

Student Assistants - up to 40 hours/week

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required

- a. Three (3) years of administrative support/general office experience required; or equivalent combination of education and experience
- b. Successful completion of background investigation including DMV check and DOJ/FBI fingerprint check

Preferred:

- a. Higher education certificate or diploma
- b. Two (2) years of cashiering experience necessary to monitor and reconcile accounts

2. List additional knowledge, skills, and abilities required for this position

- a. General working knowledge in financial and applicable university infrastructure, policies and procedures
- b. General working knowledge of Federal, State, and regional rules and regulations that pertain to the work area
- c. Thorough knowledge of office methods, procedures, and practices
- d. Thorough knowledge of English grammar, punctuation, and spelling
- e. Ability to apply independent judgement, discretion and initiative to address problems and develop practical thorough and, at time, creative solutions as they pertain to a front counter environment
- f. Strong customer service skills and the ability to respond to routine inquiries and disseminate information.
- g. Demonstrated strong interpersonal skills, written and oral communication skills as well as a demonstrated commitment to the principles of diversity and multiculturalism
- h. Ability to maintain strict confidentiality due to working with personal information from students, faculty, staff, and public records and abide by outside agencies' rules of conduct and confidentiality
- i. Fluency in using a wide variety of computer programs such as Microsoft Word, Excel, Netscape/Internet Explorer, PeopleSoft, Outlook, and PowerPoint
- j. Ability to explain and interpret policies and procedures to the campus community
- k. Ability to be a self-starter with strong organizational skills
- l. Ability to prioritize job functions to meet multiple deadlines
- m. Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data
- n. Ability to communicate effectively orally and in writing

o. Ability to provide training and lead directions to student assistants

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- a. Computer (PC computer system)
- b. General Office Equipment (**laser printer, multi-line telephone system, copy machine, fax, cellular phone, lamination machine, 10-key adding machine, and shredder**)
- c. Specialized Office Equipment such as Zahn credit card machine and cash register
- d. Valid California Driver's License

4. Unique working conditions

Majority of the time the individual will be working indoors

- a. Ability to work in a high paced, multi-tasked environment

5. Other Employment Requirements

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.

General Reporter

This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

This position is required to complete Discrimination Harassment Prevention training for Non-Supervisors/Supervisors.

Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Misconduct Prevention training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

General Public	Respond to PACS requests or relay information and answer questions.	Daily
Campus	Respond to PACS requests or relay information and answer questions.	Daily
Financial	Resolve financial PACS related matters.	Weekly
CSU Campuses	Respond to survey inquiries, on-going participation in system-wide customer satisfaction surveys as they relate to Parking and Commuter Services.	Monthly

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day
N/A 1-2 3-4 5-6 7+

- 1. Sitting
- 2. Standing
- 3. Walking
- 4. Bending Over
- 5. Crawling
- 6. Climbing
- 7. Reaching overhead
- 8. Crouching
- 9. Kneeling
- 10. Balancing
- 11. Pushing or pulling

	N/A	1-2	3-4	5-6	7+
1. Sitting					X
2. Standing		X			
3. Walking		X			
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Number of hours/day
N/A 1-2 3-4 5-6 7+

- 12. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
- 13. Repetitive use of hands/arms
- 14. Repetitive use of legs
- 15. Eye/hand coordination

	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying	X				
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms					X
14. Repetitive use of legs	X				
15. Eye/hand coordination		X			

Yes No

X	
	X
	X

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

- 1. Directing others
- 2. Writing
- 3. Using math/calculations
- 4. Talking
- 5. Working at various tempos
- 6. Concentrating amid distractions
- 7. Remembering names
- 8. Remembering details
- 9. Making decisions
- 10. Working rapidly
- 11. Examining/observing details
- 12. Discriminating colors

	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing				X	
3. Using math/calculations		X			
4. Talking					X
5. Working at various tempos				X	
6. Concentrating amid distractions				X	
7. Remembering names			X		
8. Remembering details					X
9. Making decisions				X	
10. Working rapidly			X		
11. Examining/observing details					X
12. Discriminating colors		X			

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

- 1. Inside
- 2. Outside
- 3. Humid
- 4. Hazards
- 5. High places
- 6. Hot
- 7. Cold
- 8. Dry
- 9. Wet
- 10. Change of temp
- 11. Dirty
- 12. Dusty
- 13. Odors
- 14. Noisy
- 15. Working w/others
- 16. Working around others
- 17. Working alone

	N/A	1-2	3-4	5-6	7+
1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy		X			
15. Working w/others			X		
16. Working around others					X
17. Working alone				X	

SIGNATURES

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (Optional)

Print Name: _____

Signature: _____

Date: _____