The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.
5. Reports situations impacting public safety or facility deficiencies on campus to the appropriate University departments. Required to respond to these events, providing backup support as needed. Responds to or provides backup support as needed for reporting street light outages or building damage, providing traffic control, locating amber alerts/missing persons or locating stolen/missing vehicle's.

6. Analyzes and resolves campus parking issues that impact faculty/staff/students and general public. Coordinates alternate action when issues arise that prevents normal parking in an area.

7. Identifies and takes actions on counterfeit/forged parking permits. Requires knowledge and memorization of all permits issued through the Parking Department. When necessary, must confront and confiscate counterfeit/forged items from vehicle owners.

8. Creates ramp list by screening, patrolling and running vehicle information through University Police, Park system and other means to identify employee affiliation. List is then used by officer to enforce employee violations in the ramps.

9. Transports all vans for service and repair for the Employee Van Pool Program. Includes coordination of loaner vehicles when scheduled maintenance cannot be completed or emergency situations occur. Provides additional van maintenance and special equipment needs as requested.

10. Uploads and downloads parking information between mainframe and electronic ticket writer software. Requires basic knowledge of MS Office systems and mainframe system to manage files and transfer of data.

11. Screens, clears and secures lots to comply with Homeland Security requirements prior/during special events. Assists in cashiering of lots for events and in the transportation and security of cash received.

12. Hoods parking meters for reserved parking, posts signs and places barricades to regulate and reserve parking for special situations.

13. Performs minor maintenance on entry ticket dispensers, parking gate controls, and other parking equipment.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of and ability to operate vehicles, two-way radios, parking control equipment, computer and electronic ticket writers.

2. Knowledge of occupational hazards and safety precautions of the position.
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Field Service Officer II

Class Code: 7811
Pay Grade: 309

3. Ability to understand and follow verbal and written instructions, to record information accurately and in legible handwriting, and to communicate effectively with the public.

4. Ability to resolve daily conflict and counsel violators under times of high stress or volatile situations. Extreme situations are escalated to departmental supervisor or University Police.

5. Ability to read, comprehend, retain and implement parking regulations and guidelines.

6. Ability to work in a variety of environments including high traffic public areas, low lit areas, and exposed to extreme weather conditions.

7. Ability to patrol assigned areas and climb stairs.

MINIMUM ELIGIBILITY REQUIREMENTS:

1. Completion of High School Diploma or equivalent, and;

2. Any combination of public contact experience and/or college or university level course work which is equivalent to three years of full time employment.


REVISION EFFECTIVE: April 1, 2009