

BOARD OF REGENTS STATE OF IOWA

REGENT MERIT SYSTEM

Class Title: Parking and Transportation Dispatcher I **Class Code:** 7840
Pay Grade: 507

GENERAL CLASS DESCRIPTION:

Under general supervision, monitors and coordinates the daily operational activities of parking dispatch work unit, utilizing computer, telephone, radio and intercom calls. Maintains all communication records and logs. Trains and schedules student employees.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Responds to and logs all telephone, radio, intercom and direct public contact. Assigns appropriate personnel and resources to resolve issues in the field.
2. Monitors and logs gate access to central campus and determines admittance.
3. Corresponds via email and phone to schedule gate access with campus community for special events.
4. Trains and schedules part time student employees.
5. Maintains all radio logs, phone logs, help van logs.
6. Maintains all related forms for help van, visitor logs, scofflaws, bike impounds and tow reports.
7. Works directly with towing company to track tows and contact individuals that have been towed.
8. Process and send all bicycle permits.
9. Track online visitor permits for validity.
10. Operate University vehicles as needed.
11. Corresponds via email and phone with University community members about well-check and excessive illegal parking issues.

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.

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KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of the geography of the University campus.
2. Knowledge of unit, department and institutional routines, functions policies and procedures.
3. Ability to communicate with members of the University community both orally and in writing.
4. Skill in using equipment such as multi-frequency radio, intercom, telephone and computers.
5. Skill in utilizing computer software packages and online systems.
6. Ability to communicate effectively and coherently while initiating and responding to radio/phone communications.
7. Ability to perform multiple tasks at one time and to remain calm in stressful situations.
8. Ability to follow oral and written instructions and apply institutional and other policies accurately.
9. Ability to gather, evaluate, and display data in appropriate format and keep accurate records.
10. Ability to exercise functional supervision over employees.

MINIMUM ELIGIBILITY REQUIREMENTS:

Any combination of clerical education or experience and/or college or university level course work which is equivalent to two years of full-time employment.

H:(hr/classdes)TBD

REVISION EFFECTIVE: May 1, 2016