

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Parking and Transportation
Field Service Officer II

Class Code: 7811

Pay Grade: 309

GENERAL CLASS DESCRIPTION:

Under general supervision, patrols campus to ensure compliance with university parking regulations. Responds to violations on foot, bicycle or in motor vehicles. Provides assistance to motorists/bicyclist, various University departments and programs such as the University of Iowa Hospitals and Clinics, University Van Pool, Parking Cashiering and Maintenance, and University Police.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Patrols campus in order to enforce motorist and bicycle parking regulations, issues parking violations through operation of electronic tickets writers; uses independent discretion when enforcing parking regulations.
2. Consults tow list and enforces violations using the department's towing procedure. Requires officer discretion to initiate 3rd party vendor contact and other appropriate action that could result in impoundment of vehicle. Officer is responsible for inventory of prior vehicle damage and coordinates transport of critical information on vehicle owner between University Police and vendor. Officer secures and maintains responsibility for the vehicle until the violator shows up or vehicle is removed.
3. Enforces University bicycle policy; issues warnings, violation notification, removes broken bike locks at owners request, and immobilizes or impounds property. Impoundment requires use of handheld cutting equipment. Officer is required to inventory bicycle, place in secure storage and in the case of bicycle not being claimed transport to University Surplus for liquidation.
4. Provides immediate response for transport of departmental personnel, mail, and office materials or police evidence. Also provides assistance to motorists and hospital patients to locate their stored or lost vehicles.

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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5. Reports situations impacting public safety or facility deficiencies on campus to the appropriate University departments. Required to respond to these events, providing back up support as needed. Responds to or provides back up support as needed for reporting street light outages or building damage, provide 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 take 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 can not be completed or emergency situations occur. Provide 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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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.
3. Possession of a valid U.S. driver's license.

REVISION EFFECTIVE: April 1, 2009