

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

**Class Title:** Parking and Transportation Dispatcher II      **Class Code:** 7841  
**Pay Grade:** 509

**GENERAL CLASS DESCRIPTION:**

Under general supervision, monitors and coordinates the daily operational activities of parking operations work unit, utilizing telephone, radio and intercom calls. Responsible for scheduling parking cashier work shifts, reconciling cash drawers and assigning resources to resolve operational issues. Interviews, hires, and trains student workers and temporary Merit employees. Responsible for coordinating personnel and resources during University Events. Responsible for ensuring the office and money counting areas are secure at all times.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

1. Schedules and monitors full-time and part-time parking attendants at University cashiered parking facilities and other special events.
2. Monitors and coordinates the activity and performance of system-wide parking access and revenue control equipment via system alerts and intercom calls.
3. Counts, reconciles and consolidates cashiered parking revenue according to University cash handling requirements
4. Prepares and coordinates the cashier money bags and scheduling of armored car bank deposits.
5. Responds to telephone, radio, intercom and direct public contact. Dispatches personnel to address in the field issues. Assigns appropriate personnel and resources to solve issues in the field.
6. Monitors parking lane operations via camera video equipment.
7. Interviews, hires and trains part-time student and temporary Merit employees.
8. Coordinates personnel and resources for specific assignments during University events.
9. Immediately communicates unusual, fraudulent, or urgent situations/issues to departmental supervisors, managers, directors as needed.

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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10. Provides information to institutional public information services or outside news services on incidents and accident information as requested by their supervisor.
11. Creates, monitors and maintains records and reports.
12. Contacts contracted vendors to schedule and provide services.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of the geography of the University campus.
2. In-depth knowledge of unit, department and institutional routines, functions policies and procedures.
3. Ability to communicate with members of the public and departmental staff 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.
11. Ability to schedule a large number of shifts per week.
12. Ability to count and reconcile currency accurately. Knowledge and experience working with appropriate auditable cash handling processes.

**MINIMUM ELIGIBILITY REQUIREMENTS:**

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