

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

**Class Title:** Parking Ambassador

**Class Code:** 7850

**Pay Grade:** 307

**GENERAL CLASS DESCRIPTION:**

Under general supervision, ensures compliance with university parking regulations, assists staff, students, patients, and visitors entering parking ramps, and directs them to available parking options accordingly.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

1. Monitors traffic flow and parking ramp capacity.
2. Conducts set up and testing daily for required equipment ensuring functionality.
3. Assists motorists, patients, or visitors by directing them to appropriate parking options, elevators, skyways, or shuttle services.
4. Verifies validity and eligibility of each vehicle parking in hospital ramps.
5. Provides customer service and assistance to patients and visitors who have questions, concerns, or special needs including assistance with ADA parking or spaces close to entrances/elevators.
6. Contacts clinic via tablet to update on patient arrivals and advise if assistance/accommodation needed.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of and ability to operate vehicles, two-way radios, parking control equipment and tablets.
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 maintain patient confidentiality.
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 light areas, and with exposure to extreme weather conditions.
7. Ability to traverse assigned areas and climb stairs.

**MINIMUM ELIGIBILITY REQUIREMENTS:**

1. Two years' experience in a public contact position. Experience must include use of computers and tablets.
2. Possession of a valid US driver's license.

**REVISION EFFECTIVE: January 1, 2025**