

The University of Texas at San Antonio

Job Description

Job Title: Parking Services Assistant III
Code: 16355
Salary Grade: 54
FLSA Status: Non Exempt
Department/Division: Parking & Transportation
Reports To: Assistant Director, Parking & Transportation

Summary

- **Function:** To provide enforcement for parking rules and regulations; as well as parking information and directions to campus visitors.

- **Scope:** Responsible for delivering quality customer service to campus constituents by enforcing the rules and regulations in a professional manner and exhibiting clear concise communications of guidance and clarification.

Duties

- **Typical:**
 1. Provide supervision where needed to include training, trouble shooting, disciplinary actions, and fielding complaints.
 2. Patrols assigned areas by vehicle or on foot to ensure compliance of parking rules and regulations.
 3. Maintains current knowledge of parking regulations and other information.
 4. Communicates information to supervisor as needed.
 5. Enters and retrieves information pertaining to vehicle registration, identification, and status, using handheld computers.
 6. Identifies vehicles in violation of parking regulations, checks when necessary to confirm whether vehicles need to be booted or towed.
 7. Locates lost, stolen, and counterfeit parking permits, and takes necessary enforcement action.
 8. Provides information regarding parking regulations and facilities, and the location of streets, buildings and points of interest.

| |
|--|
| <p>9. Observes and reports any field maintenance issues for repair.</p> <p>10. Prepares for events by placing cones, barricades and signage as directed.</p> <p>11. Prepares reports of activities.</p> <p>12. Acts as a liaison with the Downtown Campus and community.</p> <p>13. Performs additional duties as assigned.</p> <p>• <u>Periodic:</u></p> <p>1. Assists in the training of new staff</p> |
|--|

Education

| Required | Preferred |
|-----------------------------|--|
| High School Diploma or GED. | College coursework at an accredited institution. |

Other Requirements

| Required | Preferred |
|---|------------------|
| Texas Driver’s License Driver’s License History Check Criminal Background Check | N/A |

Experience

| Required | Preferred |
|---|--|
| Three years of customer service experience. | Experience specific to Parking, Transportation, Law Enforcement. |

Equipment

| Required | Preferred |
|--|------------------|
| Citation Handheld equipment, Immobilizer device, Personal Computer and standard office equipment | N/A |

Working Conditions

| Usual | Special |
|---|---|
| Independent work for extended periods of time in varying climatic conditions. | May require evening or weekend work for special events. |
| Ability to lift up to 25 pounds occasionally | |

Supervision

| Received | Given |
|-----------------------------------|--------------|
| Direct from immediate supervisor. | None. |

Accuracy

Proficiency in all duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.