



West Valley - Mission

Community College District

CLASS SPECIFICATION

PARKING SERVICES ASSISTANT

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 52

DEFINITION

To perform assigned functions of the district police department's parking and traffic services; to process daily parking meter revenue; and to process parking citations and permits.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Parking Services administrative support class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Parking and Traffic Operations; may receive technical and functional oversight from the Senior Parking Services Officer.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Receive, review, and verify cash collected from parking pay stations; maintain control of monies collected; oversee deposit of revenues.

Maintain comprehensive financial records and reports of permit sales and revenues.

Create, purchase, issue, and track parking permits, including e-permits, event permits, and special event, or vendor permits.

Review parking citation complaints; provide information to students, staff, and visitors regarding citation payments or appeals; review citation appeals.

Produce traffic signs for college events; may set up signs and barricades as needed.

Maintain lost and found property; dispose of unclaimed property in accordance with applicable laws and regulations.

Provide front desk coverage for the campus police office, including answering phones and assisting walk-in visitors, students and staff with parking information.

Conduct background investigations of applicants for hourly employment.

Communicate with parking services officers and sworn police officers in the field, via radio or telephone, to provide information regarding parking and vehicle related issues.

Prepare a variety of written reports and correspondence related to parking services functions and/or cash discrepancies; perform data entry and maintain appropriate logs and databases.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of business writing, including grammar, punctuation, and spelling.

Cash handling procedures; recordkeeping and filing methods.

Business, accounting, and statistical mathematics.

State, local, and district parking and traffic laws and regulations.

Law enforcement specific software and database programs, including Automated Report Management System (ARMS).

Ability to:

Provide information regarding parking violations and the citation appeals process.

Operate radio equipment and utilize appropriate radio codes.

Provide civilian support to sworn law enforcement officers in emergency situations.

Coordinate, organize, and monitor assigned parking services functions.

Intermittently, review documents related to parking services operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain parking policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; use telephone and radio; write and use keyboard to communicate through written means; lift or carry weight of 50 pounds or less.

Coordinate the dissemination of parking or traffic related information via signs, flyers emails, voicemail, the Internet or other media.

Maintain comprehensive records, reports and files.

Pass a detailed background investigation, including a credit check, consistent with the position.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible parking, including cash handling, experience.

Education:

Equivalent to the completion of the twelfth grade.

EEO Category: Clerical/Secretarial

Date Approved: July 1, 2017