

Draft Classification Standards – Rev. 3/29/2024

Parking Officer Series

Class Title	Class Code	Issue Date	FLSA
<i>Parking Officer I</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Parking Officer II</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Parking Officer III</i>	XXXX	XXXX	<i>Non-Exempt</i>

OVERVIEW:

Positions classified within the Parking Officer series include positions with primary responsibility for parking-related functions that include parking system usage and access by the campus and general public as well as parking enforcement and regulation.

Positions are assigned to classifications within the series based on the scope and complexity, of public safety activities; degree of independence and judgement; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received.

Parking Officer I – Perform standard duties related to patrolling campus parking lots, enforcing established rules and regulations, and performing community service functions related to parking.

Parking Officer II – Provide direction to others and/or perform more complex duties related to the planning and coordination of parking programs such as parking and safety coordination for campus special events and parking information programs. Assignments may involve the overall coordination of parking programs including parking permits, signage, traffic direction and control, and determining staffing needs. Incumbents are often responsible for maintenance of parking records and equipment. They may also be involved in the development of operational procedures and protocols in support of established policies.

Parking Officer III – Lead others and/or perform complex duties related to the planning and coordination of parking programs. At this level incumbents research and analyze operational performance and issues and recommend operational changes and staffing opportunities to improve efficiency, safety, and effectiveness. Officers at this level operate independently and proactively monitor parking equipment and parking facilities maintenance, manage parking records, and develop and update marketing and social media sites with parking related announcements.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES (*May include but are not limited to*):

- ***Community Service & Access*** – Developing and implementing systems and programs to improve parking facility access and usage by the campus community as well as the general public. This includes activities such as planning, coordinating and/or assisting in the physical logistics for ongoing campus parking as well as special events and

emergencies; analyzing usage of parking facilities to assess needs and improve access; providing traffic control and assisting in the placement of traffic control devices to facilitate traffic flow; selling parking permits and collecting fees and monies; providing general information and parking assistance to the public; staffing the visitor kiosk; and providing escort and citizen assistance.

- *Parking Enforcement & Regulation* – Enforcing parking rules and regulations by patrolling parking lots and issuing citations for parking related violations, as appropriate; appearing in court for parking and related citations; directing vehicle and pedestrian traffic when needed and especially during daily peak hours, special events and emergencies; and handling cash or electronic payment for regular or special event parking.

PARKING OFFICER I

Under general supervision, responsible for maintaining a safe and secure parking environment. Patrols campus grounds, responding to parking related incidents, enforcing policies, and aiding students, faculty, staff, and visitors. Performs entry-level duties utilizing basic concepts and practices within the parking officer field. Day-to-day work is performed independently under general supervision with closer supervision for new or more complex/sensitive assignments. Assignments involve the regular use of judgment and discretion to solve problems and address situations. Courses of action are guided by established protocols requiring limited interpretation of policies.

Work assignments typically include some or all of the following:

- ◆ Enforces parking rules and regulations through issuing and selling parking permits, patrolling parking lots, and issuing citations for parking related violations.
- ◆ Participates in court hearings for parking-related citations on behalf of the university.
- ◆ Coordinates traffic and assists in the coordination of special events.
- ◆ Frequently interacts with the campus community and general public requiring tact and discretion.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:

- ◆ Working knowledge of applicable procedures and regulations related to parking and traffic control.
- ◆ Thorough knowledge of campus layout and parking facilities.
- ◆ Ability to act and resolve parking and traffic problems.
- ◆ Working knowledge of parking-related equipment.
- ◆ Ability to prepare standard parking incident reports in a clear and concise manner.
- ◆ Working knowledge of applicable radio systems.
- ◆ Ability to observe and recall details and incidents, as well as detect and respond appropriately to potentially hazardous situations.
- ◆ Ability to effectively interact with a wide range of individuals including the campus community and the general public.
- ◆ Ability to appropriately handle parking monies received.
- ◆ Ability to handle sensitive situations with tact and confidentiality.

Experience and Education:

High school diploma or equivalent and possession of a California Driver's License. Knowledge of and/or the ability to learn how to use applicable parking-related equipment and automated systems is essential.

PARKING OFFICER II

Under general supervision, facilitates and coordinates parking functions and programs. This classification may provide lead work direction to achieve departmental goals and requirements of the campus. The position requires more advanced discretion and judgement. Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.

In addition to duties performed by the Parking Officer I, the Parking Officer II typically performs the following duties:

- ◆ Coordinates campus parking functions and daily operations by establishing and maintaining cooperative working relationships with related campus units, campus community, and applicable external groups.
- ◆ Assist with project work that may involve activities such as: compilation and maintenance of applicable records; and research, design and recommendation of forms and signage.
- ◆ Assists with training staff.
- ◆ Addresses a wide range of problems that require independent judgment and discretion.
- ◆ Contacts involve working with a wide variety of people at all levels on the campus and the general public and may include providing specialized training on defensive driving techniques.
- ◆ Maintains inventory of department equipment and prepares parking facilities work order requests pertaining to parking lot and structure maintenance.

MINIMUM QUALIFICATIONS:

In addition to Parking Officer I knowledge and skill requirements, work assignments typically require:

- ◆ Working knowledge of applicable procedures and regulations related to parking and traffic control.
- ◆ Ability to understand and apply a variety of laws, rules, and regulations.
- ◆ Working knowledge of applicable radio codes.
- ◆ Ability to independently make effective decisions and judgments in emergency situations.
- ◆ Ability to analyze parking operational issues and recommend procedural changes.
- ◆ Ability to establish and maintain cooperative working relationships with campus community and applicable public agencies.
- ◆ Ability to convey clear, concise communications and directions and conduct training for staff and the campus community.

Experience and Education:

High school diploma or equivalent; possession of a California Driver's License; and one year of related experience.

PARKING OFFICER III

Frequently perform complex duties requiring independent judgement under limited supervision. Performance of duties require strong independent judgement, analytical skills, and communication; Assignments involve the overall coordination of parking programs and/or lead work direction and/or coordination of parking functions. Projects involve research and operational analysis which requires a broad understanding of parking principles, procedures, and systems to develop recommendations for operational and procedural changes.

In addition to duties performed by the Parking Officer II, the Parking Officer III typically performs the following duties:

- ◆ Analyzes parking usage and traffic patterns to assist in improving facility usage and access.
- ◆ Coordinates visitor and special parking services including parking permits. Interacts with campus community, general public, and key visitors regarding the availability of parking facilities.
- ◆ Resolves issues and problems requiring advanced knowledge of university parking policies and procedures, external parking regulations and standards and independent judgement such as resolving parking complaints.
- ◆ Sets work schedules; ensures adequate staffing for parking facilities; determines parking officer assignments; and trains staff.
- ◆ Completes project work that involves activities such as: the formulation, compilation, and maintenance of applicable records; research, design and recommendation of forms and signage; and analysis of operations to develop recommendations for procedural changes.
- ◆ Coordinates and delivers presentations to campus individuals and groups. Collaborates with marketing to ensure social media, flyers, and permit signs are up to date and accurate.
- ◆ Provides lead work direction that includes monitoring unit work performance and recommending changes to staffing and/or work allocation.
- ◆ Plans and provides overall coordination of parking programs as well as parking and safety coordination for campus special events and parking information programs.
- ◆ Provides input to and supports action plans for parking enforcement and traffic events such as commencement, resident move in/out, and other events throughout the year requiring specialized parking services and traffic direction.
- ◆ Addresses a wide range of problems that require analysis, planning, and a high-level of independent judgement to interpret policies and develop recommendations for operational changes and new procedures and protocols.
- ◆ Contacts involve developing partnerships with other units (police, security, event planning) and the general public to coordinate events and emergency situations.

MINIMUM QUALIFICATIONS:

In addition to Parking Officer II knowledge and skill requirements, work assignments typically require:

- ◆ Thorough knowledge of applicable procedures and regulations related to parking and traffic control.
- ◆ Ability to create action plans for parking enforcement and traffic events including ability to analyze traffic flow and capacity.

- ♦ Strong analytical and problem solving to analyze unit performance and operational effectiveness and recommend operational and procedural changes.
- ♦ Ability to establish and maintain cooperative working relationships with campus and community stakeholders to coordinate effective services.
- ♦ Strong planning and organizational skills to ensure parking equipment, parking lot maintenance, and parking program social media and marketing information is current.
- ♦ Ability to plan and schedule unit work and provide lead work direction to others.

Experience and Education:

High school diploma or equivalent; possession of a California Driver's License; and 3 years of related experience.

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