

Classification and Qualification STANDARDS

Parking Officer

Class Code: 8810

Class Title	Range Code	FLSA
Parking Officer I	1	Non-Exempt
Parking Officer II	2	Non-Exempt

Classification Standard Reformatted: 06-01-2013

OVERVIEW:

The Parking Officer is a broad classification with two position skill levels. It is designed for 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.

- ♦ **Position Skill Level I** - Incumbents at this level perform standard duties such as patrolling campus parking lots, enforcing established rules and regulations, and performing community service functions related to parking.
- ♦ **Position Skill Level II** - Incumbents at this level typically provide lead work direction 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 development of operational procedures and protocols in support of established policies.

CORE FUNCTIONS:

Positions classified as Parking Officers have varying levels of responsibility for parking enforcement, coordination and related community support services. Typical work activities fall within the following core areas:

- ♦ **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 campus 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 and other violations, as appropriate; appearing in court for parking and related citations; directing vehicle and pedestrian traffic during daily peak hours, special events and emergencies; and handling cash for regular or special event parking.

ENTRY QUALIFICATIONS:

Entry to the first level within this classification requires high school level reading, writing and mathematical abilities and possession of a California Driver's License. The nature of the duties may also require successful completion of a background check. Knowledge of and/or the ability to learn how to use applicable parking-related equipment

and automated systems is essential. High school diploma or equivalent plus three to six months related experience would normally achieve these entry qualifications.

POSITION SKILL LEVELS:

Two position skill levels are defined within this classification. Progression from the first to the second skill level is referred to as an *in-classification progression*. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability; judgment and discretion required by the position to address and solve problems; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.

POSITION SKILL LEVEL I

Typical nature of work assignments:

- ◆ Parking enforcement and related community service and access assignments involving the patrolling of parking lots, coordinating traffic and assisting in the coordination of special events.
- ◆ 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.
- ◆ Assignments involve ongoing interaction with the campus community and general public. Interaction requires tact and discretion.

Typical knowledge and skill requirements:

- ◆ 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 write 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.

POSITION SKILL LEVEL II

Typical nature of work assignments:

- ◆ Coordination of campus parking functions and daily operations and/or performance of lead work for parking staff. Work includes activities such as: the formulation, compilation and maintenance of applicable records; the research for and design and recommendation of forms and signage; analysis of parking usage and traffic patterns to assist in improving facility usage and access; and analysis of operations to develop recommendations for procedural changes.
- ◆ Lead work direction involves setting work schedules; ensuring adequate staffing for parking facilities; making parking assignments; monitoring performance; and training staff.

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- ◆ Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.
 - ◆ Work involves addressing a wide range of problems that require independent judgment and discretion and may require interpreting policies and developing recommendations for new procedures and protocols.
 - ◆ 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 to the public on defensive driving techniques.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- ◆ Thorough knowledge of applicable procedures and regulations related to parking and traffic control.
- ◆ Ability to interpret a variety of laws, rules and regulations.
- ◆ Working knowledge of applicable radio codes and equipment.
- ◆ Ability to plan and schedule unit work and provide lead work direction to others.
- ◆ 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.
- ◆ Ability to communicate effectively, both verbally and in writing.