**Parking Services Officer IV – Nights Standard Job Description**

**Classification Title:** Parking Services Officer IV- Nights

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 8

**Minimum Pay:** $25.31

**Job Description Summary:**

The Parking Services Officer IV- Nights is responsible for performing advanced supervisory and other in-field duties in assigned area of traffic control, parking enforcement, dispatch, or Special Controlled Access Network activities, and offers assistance to university employees, students, and visitors.

**Essential Duties and Tasks:**

**40%: Enforcement/Traffic Control**

* Will be assigned to one of these areas: Enforcement, Dispatch or Special Controlled Access Network Station. Will be assigned a mobility device daily to travel across campus to enforce parking regulations by their officer in charge based on the parking services unit needs, officers training level, and equipment availability for that day; mobility devices used include walking, bicycle, scooter, T3, Segway, GO-4, and/or car/truck.
* Enforces parking regulations by giving warnings and issuing parking citations including checking for overtime or illegal/restricted parking.
* Applies and removes immobility devices.
* Leads Parking Services staff with towing of vehicles.
* May perform medium physical work.
* Performs such tactile activities as key punch, grasping, holding, lifting, reaching, crouching, standing for extended periods of time, walking, and repetitive tasks.
* Moves and sets up barrels, barricades and other traffic control equipment. Exposure to vehicle movement hazards if proper safety procedures are not followed.
* Performs traffic control and direction duties.
* Due to less managerial oversight during non-business hours, may be required to make decisions and apply discretion on enforcement and managerial issues more frequently than similar positions during business hours. Due to differing nature of customer interactions at night, may be required to use more customer relation skills to de-escalate contacts with customers.

**20%: Shift Leader/ Dispatch/SCAN**

* Performs duties as shift leader of assigned area of operation, including scheduling assigned personnel, conducting pre-shift briefings, and monitoring assigned areas for potential problems and taking action for resolution
* Coordinates support for traffic control, parking enforcement, and Special Controlled Access Network stations.
* May perform duties in dispatch office handling routine and emergency calls, disseminate information to the appropriate parties, provide license plate and parking permit information, coordinate activities with other agencies and/or emergency services and may direct the actions of the other parking service officers.
* May assist in supervision, evaluation, and training of assigned staff.
* May perform duties in Special Controlled Access Network station.
* Assists with coordination of department activities during special events.
* Assists with uniform and equipment inventory; maintains parking services offices, work areas, and vehicles in a neat and orderly manner.

**10%: Training/ Security**

* Provides advanced in-field training to junior Parking Services Officers and evaluates assigned personnel.
* Required to participate in field training program to upgrade skills and will be expected to perform senior officer duties as part of training status.
* Provides low-level security while patrolling.

**10%: Department Objectives/Customer Service**

* Transportation Services is committed to providing courteous, responsive, quality service to our customers by fostering a respectful, positive, and welcoming environment for all.
* Employees are responsible for the following: representing the department to internal and external customers; maintaining 100% “on time” compliance with all university required training for all employees; approving time worked and requesting appropriate leave in a timely manner; reading and responding to e-mail; reviewing/reading information listed on the department intranet; performing assigned tasks in a safe manner and utilizing personal protective items/equipment as appropriate or instructed by supervisor or department; reporting unsafe actions or conditions to supervisor immediately and supporting and following unit/department safety guidelines, practices and policies.
* Persons in this position will be required to drive state vehicle to travel to various parts of campus and are considered essential when the University declares an emergency, campus closure, class cancellations, etc.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school graduation or any equivalent combination of education and experience.
* Two years as Parking Services Officer III or related parking enforcement experience, including one year supervisory experience.
* Experience in two of the three functional areas (Enforcement, Dispatch, and Special Controlled Access Network sections).

**Required Licenses and Certifications:**

* Must have a Class “C” vehicle operator’s license or ability to obtain within 30 days of employment

**Required Knowledge, Skills, and Abilities:**

* Ability to comprehend technical aspects of electronic data terminals and ticket writers, telephone systems, video monitors and computer systems.
* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Electronic Ticket Writers
* Telecommunication Systems
* Video Monitoring Systems
* Computer
* Bicycle, Scooter, T3, Segway, GO-4, Car/Truck

**Physical Requirements:**

* May require (light, moderate or heavy) lifting.

**Other Requirements and Factors:**

* This position may require work beyond normal office hours and/or work on weekends.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**