

PARKING SERVICES SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0559	Parking Services Agent I/*Parking Services Assistant	13	069	6 mo.	00/00/00	Rev.
4689	Parking Services Agent II/Parking Services Technician	13	069	6 mo.	00/00/00	Rev.
4702	Parking Services Agent III/Parking Services Supervisor	13	069	6 mo.	00/00/00	Rev.

¹*Promotional Line: 53, 350*

Series Narrative

Employees in positions allocated to this series enforce parking regulations and/or provide assistance to motorists on campus-owned property or campus-operated space. The enforcement duties may include such activities as issuing parking-citations and regulating traffic into and out of parking facilities. The motorist assistance services may include such activities as helping motorists unlock their vehicles, jump-start their vehicles, or escorting them to parking areas. Higher level agents supervise lower level personnel, participate in the management of parking enforcement/motor assistance operations and handle more difficult or sensitive situations in these areas (such as determining when vehicles are to be towed).

DESCRIPTIONS OF LEVELS OF WORK

Level I: Parking Services Agent I/*Parking Services Assistant **0559**

Employees in positions allocated to this level perform parking enforcement duties on a campus. They work under general supervision of a Parking Services Agent III/Parking Services Supervisor or other designated supervisor.

A Parking Services Agent I/Parking Services Assistant typically--

1. issues citations for violations of campus parking regulations.
2. reports infractions of other university regulations to proper authorities.
3. in the course of other duties, notes readily apparent lot hazards (such as broken glass or broken gates).
4. receives training in higher level duties.
5. may staff parking facilities and may collect parking fees as required.
6. monitors/patrols university properties for compliance with parking rules and regulations and enforces rules and regulations impartially and fairly.

¹See the Index of Classes to determine which promotional line(s) each class is in. See the Promotional Line List for all the classes in each promotional line.

7. operates, checks, and maintains parking meters, pay stations, and/or permit machines (troubleshoots, cleans schedules and performs normal repairs on), the department equipment (i.e. vehicles, ticketing equipment, cash registers, phones, and office machines); assists with jump starts and flat tires.
8. coordinates the removal of unlawfully parked vehicles in accordance with university parking policies and procedures.
9. directs motor vehicle and pedestrian traffic into and out of parking facilities as required.
10. responsible for ticketing, booting permit security checks and direct visual monitoring for notification to the police.
11. inspects, logs (of mileage reports) and gases up vehicles.
12. assists in gathering statistical data regarding lots and parking facility and reports (lot capacity used, unused areas, lot space count by color and type of space).
13. participates in event services, updating of parking map, revising parking rules, etc.
14. makes vehicle and license investigations and maintains a database.
15. compiles surveys on traffic and parking lot data.
16. assists the physically challenged in exiting vehicles and entering facilities.
17. performs other related duties as assigned.

Comment [MC1]: Should be at a lower level?

Comment [MC2]: Overlap with 7

Comment [MC3]: Also level 2 duties

Comment [MC4]: From "Curb Manager"

Level II: Parking Services Agent II/Parking Services Technician 4689

Employees in positions allocated to this level provide motorist assistance services, escort services, and some parking enforcement on a campus. They work under general supervision of a Parking Services Agent III/Parking Services Supervisor or other designated supervisor.

A Parking Services Agent II/Parking Services Technician typically –

1. provides escort services to parking areas upon request.
2. acts as the first central point of contact for visitors, students, or new faculty or staff and/or patients. May answer questions concerning documenting issues related to transportation, parking, and access to the facility and all activities performed by completing specified forms and reports.
3. monitors all parking facility and responds to various routine inquiries from visitors or faculty/staff or students related to legal parking areas, hours of operation, facility locations, transit information, etc.

4. provides jump-starts or unlocking of vehicles, inflating tires, within established guidelines and following proper procedures.
5. provides directional information with general information concerning parking availability.
6. inspects for and reports on the physical components of the parking facility, including surface conditions, curbing, drainage facilities, lighting, signage, etc.
7. issues limited parking permits and routine parking permits for visitors and/or patients.
8. monitors and may issue citations for violations of campus parking regulations.
9. may recommend and coordinate towing of vehicles parked in violation of parking regulations.
10. collects and reports data (such as usage of parking areas, lot occupancy, or number of citations issued) for surveys or management statistics as determined by the supervisor.
11. regulates traffic into and out of parking facilities in light of appropriate traffic patterns as required.
12. may supervise lower level parking service personnel (such as student assistants), assigns work to, reviews ticket statements.
13. researches and documents citation appeals and generates related reports.
14. coordinates bus loading and unloading to ensure safety.
15. may sign up for special event overtime opportunities and may be required to collect special event fee; Directs traffic or provides assistance (barricading, bus details) for special events.
16. may perform minor parking lot maintenance such as cold patching, bumper block repair or replacement, light cleaning; operating parking lot striping machine.
17. performs routine maintenance and routine collection of the parking meter income.
18. performs duties of the lower level of this series.
19. performs other related duties as assigned.

Comment [MC5]: (from Parking Services Technician)

Comment [MC6]: (from Parking Services Technician)

Level III: Parking Services Agent III/Parking Services Supervisor 4702

Employees in positions allocated to this level supervise Parking Services Agents and other parking personnel and perform more difficult parking enforcement/motorist assistance tasks. They work under general supervision of a designated supervisor.

A Parking Services Agent III/Parking Services Supervisor typically –

1. supervises lower level parking services personnel, ensuring that work is performed in accordance with established regulations and procedures.
2. supervises the maintenance of department files and records.
3. coordinates with vehicle maintenance to ensure vehicles and equipment are operating correctly.
4. interviews or assists supervisor in interviewing job applicants, evaluates or assists in evaluating job performance, and makes or recommends job assignments; trains lower level employees.
5. recommends revisions in parking regulations and/or enforcement/motorist assistance procedures.
6. provides assistance to subordinates in sensitive, hostile, or difficult enforcement or assistance situations.
7. determines need for and, as necessary, coordinates towing of vehicles parked in violation of parking regulations.
8. conducts surveys and prepares statistical reports concerning daily enforcement activities, parking facility storage, parking lot conditions, and other data concerning the campus parking enforcement or motorist assistance programs; makes recommendations concerning special parking needs.
9. corresponds with collection agency; researches special problems.
10. performs duties of lower levels of series.
11. performs other related duties as assigned.

Comment [MC7]: should be at a lower level?

MINIMUM ACCEPTABLE QUALIFICATIONS FOR ENTRY INTO ALL LEVELS OF SERIES:

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Possession of a valid and current State of Illinois driver's license
3. No record of conviction of a felony or a crime involving moral turpitude

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Ability to follow written and verbal instructions.
2. Ability to interact with the public.

3. Good English verbal communication skills.
4. Skill in writing legibly.
5. Mechanical aptitude.

ADDITIONAL MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Parking Services Agent I/*Parking Services Assistant **0559**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

None

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

None

Level II: Parking Services Agent II/Parking Services Technician **4689**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. One (1) year (12 months) of experience in parking enforcement and/or motorist assistance/service activities.

KNOWLEDGE, SKILLS AND ABILITIES

1. Supervisory ability.
2. Ability to learn the buildings, travel routes, and physical layout of the institution.

Level III: Parking Services Agent III/Parking Services Supervisor **4702**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Two (2) years (24 months) of experience performing parking enforcement and/or motorist assistance/service activities, one (1) year (12 months) of which was comparable to the Parking Services Agent II/Parking Services Technician level.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Good written communications skills.
2. Supervisory ability.
3. Skill in interacting with the public in sensitive situations.

4. Ability to collect, prepare, and analyze statistical data.
5. Ability to make decisions in emergency situations.

DRAFT 5.16.14

