

PARKING SERVICES AGENT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0559	Parking Services Agent I	13	069	6 mo.	05/15/15	Rev.
4689	Parking Services Agent II	13	069	6 mo.	05/15/15	Rev.
4702	Parking Services Agent III	13	069	6 mo.	05/15/15	Rev.

Promotional Line: 53

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

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 or other designated supervisor.

A Parking Services Agent I typically--

1. receives training in such duties as:
 - a. issuing citations for violations of campus parking regulations;
 - b. operating, checking, and maintaining parking meters, pay stations, permit machines (i.e. troubleshooting, cleaning, scheduling and performing normal repairs), and/or the department equipment (i.e. vehicles, ticketing equipment, cash registers, phones, and office machines);
 - c. jump-starting vehicles and changing flat tires; unlocking vehicles;
 - d. coordinating the removal of unlawfully parked vehicles in accordance with university parking policies and procedures;
 - e. directing motor vehicle and pedestrian traffic into and out of parking facilities as required;
 - f. assisting in gathering statistical data regarding lots and parking facilities for reports (lot capacity used, unused areas, lot space count by color and type of space);
 - g. compiling surveys on traffic and parking lot data
2. acts as point of contact for visitors, students, faculty/staff and/or patients. May answer questions concerning and/or documenting issues related to transportation, parking, and access to the facility.
3. monitors all parking facilities and responds to various routine inquiries from visitors or faculty/staff, students and/or patients related to legal parking areas, hours of operation, facility locations, transit, directional, and/or general information, etc.

4. reports infractions of other university regulations to proper authorities.
5. in the course of other duties, notes readily apparent lot hazards (such as broken glass or broken gates).
6. responsible for issuing tickets and permits, conducting security checks and direct visual monitoring for notification to the police; implements the booting process which includes issuing appropriate citations, affixing booting stickers, and applying the boot.
7. may staff parking facilities and collect parking fees as required.
8. monitors/patrols university properties for compliance with parking rules and regulations and enforces rules and regulations fairly.
9. inspects and refuels vehicles, and completes various logs (i.e. mileage reports, vehicle condition, etc.).
10. participates in event services, updating parking maps, revising parking rules, etc.
11. may make vehicle and license inquiries.
12. may assist persons in need of help exiting vehicles and/or entering facilities as required.
13. performs other related duties as assigned.

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

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

A Parking Services Agent II typically –

1. may provide escort services to parking areas upon request.
2. provides jump-starts, unlocks vehicles, and changes/inflates flat tires, within established guidelines and following proper procedures.
3. inspects for and reports on the physical components of the parking facility, including surface conditions, curbing, drainage facilities, lighting, signage, etc.
4. may issue limited parking permits and routine parking permits for visitors and/or patients.
5. may recommend and coordinate towing of vehicles parked in violation of parking regulations.
6. 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; may research, review, and/or document citation appeals.
7. regulates traffic into and out of parking facilities in light of appropriate traffic patterns as required.

8. may supervise, assign work to, and/or train lower level parking service personnel (such as student assistants).
9. may assist with routine maintenance and routine collection of parking revenue.
10. performs duties of the lower level of this series.
11. performs other related duties as assigned.

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

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

A Parking Services Agent III 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 staff 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 determines or recommends job assignments; trains lower level employees.
5. reviews, recommends, and implements revisions to parking regulations and/or enforcement/motorist assistance procedures.
6. provides assistance to subordinates with responding to sensitive, hostile, or difficult enforcement or customer service situations.
7. determines whether to tow 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. researches special problems.
10. performs duties of lower levels of series.
11. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS:**Level I: Parking Services Agent I****0559**

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 learn the buildings, travel routes, and physical layout of the institution.
3. Ability to interact with the public.
4. Good English verbal communication skills.
5. Skill in writing legibly.
6. Mechanical aptitude.

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

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.
4. Six (6) months of experience in parking enforcement and/or motorist assistance/service activities.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Supervisory ability.
2. Ability to learn the buildings, travel routes, and physical layout of the institution.
3. Ability to follow written and verbal instructions.
4. Ability to interact with the public.

5. Ability to apply knowledge and reasoning to make prompt, effective decisions quickly in both routine and non-routine situations.
6. Good English verbal communication skills.
7. Skill in writing legibly.
8. Mechanical aptitude.

Level III: Parking Services Agent III**4702****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.
4. 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. Good English verbal communication skills.
3. Skill in writing legibly.
4. Skill in interacting with the public in sensitive situations.
5. Supervisory ability.
6. Ability to collect, prepare, and analyze statistical data.
7. Ability to make decisions in emergency situations.
8. Ability to follow written and verbal instructions.
9. Ability to interact with the public.
10. Ability to apply knowledge and reasoning to make prompt, effective decisions quickly in both routine and non-routine situations.
11. Mechanical aptitude.