West Valley - Mission
Community College District

Class Specification

Senior Parking Services Officer

Classified Position (Non-Exempt Status)
Classified Office, Technician & Business Services Salary Schedule – Range 56

Definition

To organize, assign, and review the work of assigned staff working in the district's parking services program; to perform specialized parking service duties; and to provide technical support to the Manager, Parking and Traffic Operations.

Distinguishing Characteristics

This is the advanced journey level in the Parking Services Officer technical series. Positions at this level are distinguished by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned, including providing technical and functional oversight over assigned personnel and designing operations plans for large events. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

Supervision Received and Exercised

Receives direction from the Manager, Parking and Traffic Operations.

Exercises technical and functional oversight over assigned hourly and administrative support staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Oversee field operations in the parking services division of the police department; plan, prioritize, and review the work of staff assigned to a variety of parking services functions.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner; recommend program goals and objectives, performance standards, and internal policies and procedures to the division manager.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Develop, improve, provide, and coordinate field training for parking services officers; ensure that assigned staff understand policies and procedures; work with employees to correct deficiencies.
- Oversee the collection of revenue from the parking payment machines; may collect and transport cash.
- Oversee the repair and replacement of parking payment machines; coordinate servicing of parking vehicles.
- Coordinate closure of parking lots, roadways, walkways and paths for special events or construction needs, or in conjunction with police command staff during emergencies; coordinate parking lot and roadway maintenance and repair.

- Perform traffic and pedestrian control during special events or high traffic periods on campus; respond to traffic accidents or other emergencies to provide traffic and pedestrian control, or as requested by a police officer.
- May assist sworn police officers with building or campus evacuations when needed.
- Patrol parking lots and campuses on foot or in vehicle to ensure the safety and security of the campus, ensure safe egress and degrees of vehicles, and to deter illegal parking or other illegal activities; issue written warnings or parking citations; appear and testify in court regarding parking citations.
- Create and implement division operation plans and traffic control plans for special events, including Levi's Stadium events; set up appropriate signage and traffic/pedestrian control devices for traffic flow.
- Attend and/or serve on various committee and workgroups for special events and construction mitigation, serving as representative for the parking services division and/or the police department.
- Participate in the selection of hourly staff; may conduct background investigations of prospective employees.
- Complete detailed reports of assigned activities; ensure that information is documented according to department procedures; review and approve reports of incidents submitted by hourly staff.
- May recover, store, and impound vehicles; remove abandoned vehicles on the college campuses.
- May be required to wear a uniform.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Principles and practices of technical and functional oversight and training.
- Pertinent federal, state, local, and district parking and traffic laws.
- Principles and practices of parking enforcement.
- Safe and effective methods and techniques of traffic control.
- Basic math, accounting and statistical practices; research methods and techniques.
- Parking pay station maintenance and operation.
- Applicable radio codes and procedures.
- Modern office procedures, methods, and equipment, including computers and applicable software.

Ability to

- Provide technical and functional oversight over assigned staff and effectively train staff.
- Perform the most complex duties related to parking enforcement.
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.
- On a continuous basis, sit at desk or in vehicle for long periods of time; intermittently twist to reach equipment surrounding desk; walk and stand to perform foot patrol of parking lots; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Operate a vehicle in a variety of traffic conditions.
- Utilize electronic citation writing device; operate parking pay stations.
- Safely direct vehicle traffic during all weather conditions and at all times of day.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.
- Pass a detailed background investigation.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Two years of responsible journey experience as a parking enforcement officer, community service officer, or related position with significant public interaction.

Education

Equivalent to an Associate's degree from an accredited college with major coursework in business, general education, or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

EEO Category: Technical/Paraprofessional

Approved Date: July 01, 2017