



		ISSUED: 5-9-2022
TITLE: Operations Specialist – PTS	SALARY TABLE: SA	CLASS CODE:
UNION: Staff Association- Local 2071	SALARY GRADE: 9	EEO CODE: 50
JOB GROUPING: None	FLSA: Non-Exempt	EMPLOYEE CLASS: SA

POSITION PURPOSE

The Operations Specialist, Parking and Transportation Services (PTS) provides administrative services to the department, manages the department’s parking pass sales software T2 Flex and oversees citation processing including appeals. This position also verifies and process webtime payroll entries and performs special projects as assigned. The position reports to the Director of Parking and Transportation Services.

Essential Job Functions	% Time
Administrator for Parking Department’s Software T2 Flex involving set-up of permits for sale, assisting managers and clerical staff with resolving technical issues on the front end; perform updates in the Admin Console for the online payment webpage; maintain tag inventory; reallocate tags and assist with troubleshooting system issues. Create and monitor reports for facility counts for student permit sells. Oversee citation processing and citation appeals for parking violators; process response letters for appeals. Investigate parking violators for misuse and notify management. Oversee waiting lists for parking lots/structures. Make sure requirements are met for employees who drive state vehicles. Perform system searches of vehicle license plates of parking violators.	40
Ensure completion and routing of web-time entry timesheets for the entire department at the second level of review. Perform timesheet corrections. Oversee Attendance Tracking System and provide managers with reports via Cognos to track non-compliant attendance.	15
Serve as an information source to employees and the general public; respond to questions, provide information and resolve routine problems regarding operations and services. Receive and direct incoming phone calls and visitors. Maintain filing systems; respond to inquiries and create correspondence. Coordinate travel and register employees for conferences; set-up departmental meetings and training sessions; Process necessary EPAF forms for temporary and student employees. Design and oversee official business placard distribution and fliers for department training sessions. Design signage for parking events and lot/structure closures and create/update departmental forms. Work as a liaison with various departments, contractors, vendors and affiliates.	15
Purchase departmental supplies and maintain supply log. Prepare purchase requisitions, standing purchase orders and inter-departmental requisitions for billing; process receivers, process change order requests to make changes to existing purchase orders; process fiscal year liquidations/closures for purchase orders. Tracks clothing distribution to report to management and payroll.	10

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

Department representative for Parking and Transportation Services at student orientations/open house events held for new and transfer incoming students; order and manage promotional giveaways.	10
Web editor for Parking and Transportation Services website by editing as required, update broken links, posting news announcement, correcting grammar, adding update rate charts; edit forms as needed via CMS.	5
Other duties as assigned.	5

MINIMUM QUALIFICATIONS

Education:

High school graduate or an equivalent combination of education and/or experience.

Experience:

Five (5) years of directly applicable work experience/training.

Experience in and knowledge of parking operations.

Possess effective customer service skills.

WORKING CONDITIONS

Normal office environment.

ADDITIONAL COMMENTS

Strong knowledge complex procedures and operations; university policies, procedures and regulations; computer use and industry-based software, equipment and programs; University administration systems including Banner, CMS, webtime entry, Cognos, WayneBuy, Travel Wayne, NICE Surveillance, MI Dept. of State SOS system, and Crystal Reports; WSU auxiliary services functions, preferred.

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