



		ISSUED: 2/2015
TITLE: Parking Command Center Controller	SALARY SCHEDULE: Staff	CLASS CODE: SA568
UNION: U.A.W. Staff Association, Local 2071	SALARY GRADE: 04	EEO CODE: 40
	FLSA: Non-exempt	EMPLOYEE CLASS: SA

POSITION PURPOSE

To provide quality customer service and assistance, disseminate information by responding to phone calls, monitoring two-way radio transmissions and intercom equipment, conducting video surveillance and properly documenting work orders and other activities. This position is a front line responder and is a direct link to the parking supervisors and parking attendants.

ESSENTIAL JOB FUNCTIONS

- Accept incoming calls for parking assistance. Answer and direct emergency calls to Public Safety.
- Answer calls for battery jumps, lockouts, motor assists and other non-emergency services.
- Monitor the Parking Department’s radio frequency and respond as required.
- Monitor multiple close-circuit screens. Report suspicious behaviors to Public Safety.
- Provide parking personnel and customers with complete and accurate information.
- Provide on-campus directions to customers. Perform general office duties as assigned.
- Document information via proper forms and/or using selected computer programs.
- Perform data entry into work order system. Maintain logs as required.
- Research customer issues via computer programs, video review and other methods.
- Open gates remotely to allow customers in and out of parking facilities, as needed.
- Assist Public Safety with camera/video review and possible investigations.
- All Parking Command Center Controllers are considered to be “Essential Personnel,” and are required to report during a university emergency closure period.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level requires the use of multiple communication systems (e.g., phone, intercom, two way radio, video) in order to receive and disseminate information pertaining to parking lot activities. Work activities necessitate the ability to communicate effectively when dealing with the general public, students and University personnel. Position duties require the incumbent to continuously monitor equipment in order to provide quality customer assistance.

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.

MINIMUM QUALIFICATIONS

- High school graduate, GED or an equivalent combination of education and/or experience.
- Prior parking and/or customer service related job experience, preferred.
- Some knowledge of general office procedures, preferred.
- Ability to data enter with speed and accuracy.
- Basic computer knowledge to include Microsoft Word and Excel
- Able to problem solve and be resourceful
- Good listening skills are essential.
- Must be able to communicate clearly and effectively both written and verbally
- Must exhibit attention to detail
- Ability to sustain concentration for extended periods of time.
- Ability to learn and use a variety of computer software programs

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