**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Parking Services Administrator

**Job Number:** X-122

**Band:** 3

**NOC:** 1411

**Department:** Risk Management

**Supervisor Title:** Manager of Parking Services

**Last Reviewed:**  August 25, 2020

**Job Purpose**

The Parking Services Assistant, will spend 50% of their time as the administrator and 50% enforcing Trent’s parking regulations. They are responsible for a broad range of administrative and customer service functions relating primarily to Parking Services, but also assist with Access Control and Campus Security.

**Key Activities for Administration**

1. Maintains and accurately enters records and data for the management of parking accounts, permit sales, violation transactions, payroll deduction reconciliations, towing information, pay and display meter management and incident/dispatch reports.
2. Provides customer service by answering inquiries by telephone, email. E.g. permit information, outstanding violations, lost and found and general information. Takes initial information for Security and Access Control inquiries and concerns and dispatches appropriate personnel. Dispatch support for the Emergency Communication System.
3. On a daily basis, balances debit, visa and master card payments received for permit sales and violation transactions. Deposits are recorded and entered on the Datatel financial system.
4. Maintains monthly financial Journal Entries for parking and access control. Maintains the Moneris/E-Select spreadsheet and reconciles monthly with the Finance bank information for online credit card purchases transactions related to permits and violations and pay and display meters.
5. Maintains and accurately enters data for key bittings, building, room and personnel information on to the Key Wizard system.
6. On a daily basis is a liaison to the Parking representative offering assistance.
7. Other duties as assigned

**Key Activities for Parking Representative**

1. Foot patrol and use of parking vehicle for all parking lots and roadways to identify illegally parked vehicles. Issue parking violation notices, wheel clamp, and tow warnings when warranted.
2. Identify fraudulent and/or stolen permits and pay display slips, and document information in incident reports. Assist with vehicle tows and communicate with Parking & Access Control staff regarding wheel clamp and tow progress.
3. Assist with traffic control at special events, including convocation, exams, and sports activities.
4. Conduct car counts, and report parking infrastructure deficiencies, security concerns and unsafe conditions to the Parking & Security Office.

**Analytical Reasoning**

There are a number of computer programs required to do all the tasks of the job (Park-admin, Datatel Cash Receipts and Student Information Systems, Key Wizard, Cale Web Office, Excel, Moneris Point of Sale machine, Emergency Communication System. Trouble shooting the mechanics of the pay and display machines when there is a problem.

When handling parking appeals for violations some analytical reasoning must be applied and an appropriate course of action is chosen from a variety of possible solutions defined by standards or accepted/established practices.

**Analytical Reasoning for Parking Representative**

Analysis and judgment are influenced by Trent’s parking regulations and by established parking administrative procedures. Tasks are straightforward and routine, and carried out in accordance with clearly established procedures.

**Decision Making**

The Parking Services Assistant independently to complete the first stage of the parking appeals process when the client communicates via telephone or email when the Manager is unavailable. Violations are responded to according to the parking policy/procedures and past practices.

An example would be reducing a parking violation(s) in the office if it is the client’s first violation or a reasonable explanation.

**Decision Making for Parking Representative**

Decisions often straightforward regarding resolution of parking violations. Quick thinking and decision-making can be required when issuing parking violations across campus, depending on the reactions of staff, students, faculty and the general public

**Impact**

As a dispatcher for the Security emergency line and the Emergency Communication System the consequence for errors in decision making involves some risk for the University, concerning the safety and wellbeing of others and reputation.

An example would be if someone called into the office 1333 and Security is off campus or on another call. The Assistant may contact First Response/911 to initiate the emergency services to get EMS to the scene quickly.

**Impact for Parking Representative**

Standard checks can reveal any errors completed during the issuance of violations. Minimal difficulty is required to correct (through personal computer). Impact at the university is very contained and with no consequences due to low profile.

**Education Required**

Grade 12 Secondary School Diploma required, College Diploma in Office Administration preferred.

**Experience Required**

1. Two years of directly related experience, including experience in an account receivable function; or a reasonable equivalent combination of education and experience.
2. Experience with Microsoft Excel and Word.
3. Ability to learn the operation of the handheld computers and pay and display machines.
4. Ability to quickly learn software e.g. Park Admin, Key Wizard, Emergency Communication System, Datatel.
5. Excellent customer service skills and ability to deal with difficult and distraught customers.
6. Multi-tasking skills are essential.

**Communication**

Internal:

* Director of Risk Management – Emergency Situation
* Manager of Parking Services- Daily operations/concerns relating to safety, property and/or reputation
* Campus Security Manager– advising of dispatch and incident reports
* Campus Security Guards – advising of dispatch and incident reports
* Students, staff and Faculty- Keys, Permit and violation information and education
* Accounts Receivable- Financial inquiries or duties associated with permit sales, violations and meters

External:

* External Contractors – keys and parking permits
* Aramark, Follettes, Health in Motion, Trent Day Care, MNR, ICAV, TCCBE,
* Technician with Cale Pay and Display meters
* Tomahawk Technologies- discuss problems and upgrades to Park Admin system
* Conference Guests and other Visitors to Trent- directions and information

**Motor/ Sensory Skills**

* Fine motor skills and dexterity - keyboarding, pay and display maintenance, coin roller
* Hearing - Listening skills are important when dealing with the public
* Sight – Observation of peoples’ behaviour, working on pay and display mechanisms
* Coordination - Hand-eye coordination for operation of handheld keypad

**Effort**

Mental:

* Concentration and focus - Assisting customers at the counter, answering phones, radio calls, combined with completing paperwork and other tasks in a timely manner. Example would be balancing the cash and entering data on an excel spread sheet then onto the Datatel system.

Physical:

* Lifting and carrying- Pay and display coin and boxes, supplies
* Moderate amounts of walking/standing - Enforcement, assistance with traffic control
* Moderate fatigue is incurred as a result of walking and standing for extended periods of time. Mental demand also incurred from long periods of sustained concentration during busy periods of permit sales

**Working Conditions**

Physical:

* Weather Conditions (Cold in winter and hot during the summer months) - Pay and display malfunctions needing repair and traffic control during exams and Athletic Events.

Psychological:

* Complaints and public criticism- Customers unhappy with the parking situation or a violation
* Dealing with frustrated, angry or confrontational people- Customers who are unable to find a parking spot, find prices too high, cannot purchase permit because of lack of funds, received a ticket, vehicle was towed.