**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Parking Services Representative

**Job Number:** X-176

**Band:** 2

**NOC:** 6742

**Department:** Risk Management

**Supervisor Title:** Manager of Parking Services

**Last Reviewed:**  August 25, 2020

**Job Purpose**

The Parking Services Representative encourages the safe, orderly and equitable use of available parking spaces on campus through the enforcement of Trent’s parking regulations. Essential support services are also provided to the Parking & Access Control Office through customer service and administrative duties.

**Key Activities**

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. Provide administrative support to the Parking & Access Control Office, including new permit sales, ticket processing, key requests, filing, answering parking and security-related queries, and lost & found searches.
3. Perform minor repairs to pay & display machines, download data from handheld computers, perform troubleshooting for handheld computers and upkeep of mule vehicle.
4. 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.
5. Assist with traffic control at special events, including convocation, exams, and sports activities.
6. Conduct car counts, and report parking infrastructure deficiencies, security concerns and unsafe conditions to the Parking & Security Office.
7. Counts coin from pay and display meters, prepares deposit and posts on Datatel financial system. Maintains database for parking meter revenues. Daily monitoring of Cale Web office. Performs tasks associated with Cale meters such as minor repairs changing of tickets and coin box. Initiates repair requests and supply orders
8. Other duties as assigned.

**Analytical Reasoning**

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.

Degree – 2 – Adhere to clearly establish parking procedures as described in Trent’s Parking Regulations. Judgment required when dealing with individual parking violations and appeals on a case-by-case basis.

**Decision Making**

Straightforward decisions are made regarding parking enforcement. Choice of action is limited and is based upon precedent.

Degree – 2 – 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**

Impacts and consequences are very contained, and there is minimal loss or damage to the organization as a whole before an error is detected. The degree of impact is measured in the organization’s public image (the perception of parking procedures and parking staff at the university).

Degree – 1 – 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.

**Experience Required**

1. Experience with Microsoft Excel, Word and Outlook.
2. Ability to quickly learn the operation of a handheld tablet, mobile phone, and radio.
3. Able to work alone with minimal supervision.
4. Excellent customer service skills and ability to deal with difficult clients.
5. Ability to learn and apply Trent’s parking regulations consistently and fairly.
6. Be in good physical condition, to walk extensive distances, and work outside during all types of weather conditions.
7. Must hold a valid Ontario Driver’s Licence – Class ‘G’.

**Communication**

Internal:

* Manager of Parking Services, Parking Assistant Admin, Security Manager, Security Guards

External:

* Students, Staff, Community Members, Tenants, Contractors, ParkAdmin software programmer and parking staff at other universities.

Degree – 3 – Routine communication occurs with staff from the Parking and Security Offices to communicate and resolve incidents. Parking information also conveyed to staff, faculty, students and the general public, but often re-stated or expressed in a persuasive manner in order to achieve customer satisfaction and comprehension. Regular access to confidential information in ParkAdmin as well, requiring discretion.

**Motor/ Sensory Skills**

* Fine motor skills - Operation of handheld tablet, computer, phone
* Coordination - Hand-eye coordination for operation of handheld keypad
* Dexterity - Operate keys on handheld and computer keyboard
* Hearing - Horns, reversing service vehicles, phone
* Sight - Colour discrimination for vehicle registration, sight vision, peripheral vision (permit and pay & display detection)

Degree – 1 – No particular trained skill is required for this position. Basic coordination, dexterity, and sensory skills are necessary for the operation of the handheld, vehicle registration, and use of personal computer.

**Effort**

Mental:

* Sustain concentration - Focus on type of violation
* Memory - Ability to recall violations, challenging situations, and details of fraud

Physical:

* Moderate amounts of walking/standing - Enforcement, assistance with traffic control
* Motionless for extended periods of time - New permit sales

Degree – 3 – 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:

* Noise – diesel buses idling at bus stops
* Cold and heat extremes, disagreeable weather conditions during enforcement

Degree – 3 – Disagreeable work environment is caused by heat extremes in summer, cold extremes and wind chills in winter, heavy rains and snowfall, and psychological impacts from confrontational people (staff, faculty, students and the general public).

Psychological:

* Complaints - public criticism, frustrated/angry/confrontational people
* Repetition – violation notices, explanation of parking policies