



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

Parking Facilities Operations Occupation

BARGAINING UNIT:

ACE/Intermittent

Parking Facilities Senior Attendant

SERIES PURPOSE: The purpose of the Parking Facilities Operations occupation is to enforce parking rules and regulations, assist visitors with parking and proper destinations, and monitor parking facilities for dangers.

CLASS CONCEPT: The class works under general direction with low-level of intervention on the part of the supervisor and requires extensive knowledge of parking facilities ticketing and security policies, procedures, and general safety practices involved in ticketing and enforcing parking rules and regulations. Incumbents act as lead workers over lower-level personnel, provide security, and complete related records.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Acts as a lead worker to monitor and assist attendants during regular shifts and special events to troubleshoot issues; has one or more employees assigned to their area of expertise and directs, plans, schedules, and assigns work. Assists lower-level support personnel and external entities in problem resolution; refers only the most unusual and/or complex issues to the supervisor. Maintains expert knowledge of office policies, procedures, and general information in order to assist lower-level personnel as well as the public and other external entities.

Inspects parking facilities and identifies problems, issues, and/or hazards. Initiates problem resolution with leadership.

Assists drivers with vehicle problems and responds to complaints.

Coordinates and conducts training on parking lot procedures.

Enforces parking rules and regulations; monitors vehicles for parking authorization; collects parking fees; provides security for parked vehicles and issues citations for parking violations; directs visitors to proper destinations and provides information to drivers.

Directs parking and traffic for special events. Provides information and assistance to visitors.

Assists in preparation for events and daily operations; sets up signs, cones, horses, and other related materials.

Checks parking lots and decks for prowlers, fire, water leakage, and other potential problems.

Issues parking violations.

Assists in minor repairs to equipment.

Other Functions and Responsibilities: Assists with training new hires.

Performs other duties as assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: office practices and procedures*; policies and procedures pertaining to parking facility ticketing and security; public relations; addition and subtraction.

Skill in: operation of a walkie-talkie, cash register, and computer system; verbal communication.

Ability to: deal with problems involving few variables within familiar context; carry out simple instructions; read, copy, and record figures; demonstrate physical fitness.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: At least a high school diploma or GED; one or more years of experience in parking facility ticketing and security procedures; experience in public relations; and a valid driver's license.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform medium work.

MEDIUM: work involves exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or an amount greater than negligible and up to 10 pounds constantly to move objects.

UNUSUAL WORKING CONDITIONS: May work outside exposed to all weather conditions.