



JOB DESCRIPTION

POSITION TITLE Parking Office Coordinator

REPORTS TO: Director of Public Safety

PRIMARY FUNCTION: Manage all aspects of the Parking Office to include records management, financial transactions and accounting, issuing parking permits, interpreting and communicating college policies and providing general information regarding parking on campus.

AREAS OF RESPONSIBILITY:

1. Provide all management functions for the Parking Office through independent decision making, consistent judgment and interpretation, appropriate application of confidential medical information and displaying exceptional customer service
2. Accept and process student and employee applications for parking permits, assign student vehicles to appropriate lots, collect student parking permit fees and issue parking permits to students and employees
3. Maintain all parking office records to include student, faculty and staff parking permit information, parking citation/enforcement information and generate reports as requested
4. Maintain the consistent application of financial policies to include accounting for daily/annual financial transactions, maintaining accurate records, interfacing with the business office and registrars office, communication with public safety officers and uniform application of fines and fees
5. Respond to telephone and/or walk in traffic, interpret college parking policies based on unique situations, address and resolve conflicts resulting from permit requests and parking enforcement
6. Assist Public Safety by responding to incoming telephone calls, dispatching officers, searching parking records for necessary information and communicating changes in parking to the respective shifts

SUPERVISORY RESPONSIBILITIES: Supervise two Parking Office student staff including hiring, training, assigning work, evaluating, disciplining and termination when appropriate. Select, train, assign work and evaluate the eight students serving on the two parking appeals committees

CONTACTS: Internal: Students, faculty, administration and staff.
External: Campus visitors, Northfield residents and student employers

EDUCATION: **Essential:** High school diploma.
 Desirable: Certification in office management area

EXPERIENCE: **Essential:** Two years working with the public including financial transactions
 Desirable: Four years managing a high traffic office including frequent public contact, ability to multi-task, significant data entry and balancing financial transactions

KNOWLEDGE, SKILLS, ABILITIES:

1. Excellent verbal and written communication skills and good computer skills
2. Good public relations skills to include conflict resolution and independent decision making
3. Ability to effectively communicate with difficult customers while maintaining composure
4. Good 10 key skills and accurate data entry
5. Ability to frequently handle and safeguard classified and confidential medical information
6. Ability to interact effectively with a diverse community of students, faculty, staff and visitors
7. Must be reliable, conscientious and able to work independently

PHYSICAL DEMANDS: Ability to sit for extended periods of time
Ability to use computer, fax, copy machine and adding machine

WORKING ENVIRONMENT: General office atmosphere

WORK SCHEDULE: FTE: .98
Term: 11.75 months
Shift: 7:30 am – 4:00 pm

APPROVAL: Fred Behr

DATE: April 2012