

Job Description

He Job Title:	Customer Service Representative
Department:	Parking Services
Reports To:	Manager, Parking Services
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	October 2022

Primary Purpose

The Customer Service Representative reports to the Manager of Parking Services, and provides exceptional front-line service to our diverse University of Waterloo population along with extensive operations support such as financial processing, parking coordination, special event support, managing departmental social media platforms, and resolving problems/disagreements related to contravention of the UW Traffic & Parking Regulations.

University of Waterloo comprises of over 8.3M gsf of space supporting over forty thousand students in undergraduate and graduate programs, prestigious cutting-edge research, residences, and wide range of support services. All these activities are supported by a complex transportation infrastructure including over six thousand parking spaces.

Responsibilities will align with the Plant Operations goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

Front-line Service Delivery

- Represents Parking Services as the first in-person point of contact for parking inquires.
- Supports UW by addressing UW inquiries and answering questions from faculty, student and staff office walk-ins.
- Answers multiple incoming calls from faculty, staff, departments and off campus visitors regarding are variety of inquires (i.e. tickets, account updates, vehicle information, permit types etc.)
- Assesses eligibility of requested services, verifies submitted supporting documentation, and responds in timely, accurate, & professional manner.
- Communicates clearly and with high level of diplomacy both favorable & unfavorable decisions while adhering to UW Parking processes.
- Resolves problems independently or escalates to management issues that are unique/potentially serious/or aggravated in nature.

Parking Enforcement

- Communicates (verbally and in writing) with faculty, staff, and students in all matters of parking infraction resolution: reviews process for ticket payments, explains next steps for vehicle retrieval, etc.

Job Description



- Places holds on student accounts that exceed UW threshold amount.
- Arranges towing services for vehicles illegally parked on campus.
- Coordinates release of towed vehicles.
- Coordinates all aspects of monthly meetings with the Appeal Committee.
- Attends meetings, take accurate minutes, and promptly follows up on decisions made by the Appeals Committee.
- Uses and maintains confidential information related all areas of parking operation.

Operational support

- Responsible for opening and closing the office ensuring the operation is clean, organized and remains secure.
- Ensure that log of overnight parking/special requests and tow log are collected, delivered, and up to date each day from the Special Constables office.
- Process all new parking application for all faculty, staff, students, and visitors through dedicated software in a timely manner and high degree accuracy.
- Issues and provides permits to staff, student, visitors, and contractors on a daily, termly, and yearly basis.
- Runs reports through specialized parking software to gather data to verify permit related information to support issuance of tickets or permits.
- Responds to radio calls from parking enforcement, UW special constables, and Plant Operations management in regards to parking infractions, gate issues, unexpected events, blocked access.
- Prints and distribute parking vouchers for gated locations for either reserved parking or large event parking.
- Manages daily use of departmental/faculty parking spaces: issues vouchers, provides detailed instructions on location, assigns code access, etc.
- Supports staff with requests for accessible parking and works closely with Plant Operations Management and Accessibility Office in supporting client needs.
- Answer frequent gate calls to assist with entry, exit, or prepares for processing payments through dedicated software.
- Prepares, obtains approvals, and sends out correspondence to staff, faculty and students regarding parking lot updates, construction, closures, convocation relocations and waitlist releases.
- Maintains parking and financial documentation as required by UW policy and CRA regulations.
- Assists with scheduling and coordination of UW wide events.
- Liaises with campus clients to support booking of parking lots, providing permits, collecting fees, and processing payments.
- Supports Parking Enforcement Officers and Special Constable Services during special events, parking lot closures, or permit changes.
- Provides feedback to management in regards to parking service improvements.
- Provides assistance to Parking Enforcement & campus community with troubleshooting various parking systems: transponder operation, credit card billing, and gates operation, etc.
- Coordinates creation and installation of parking related signage for general operation as well as special events.

Coordination of Department Events

- Assists with the coordination of departmental meetings, organization of team building & training events, and providing support for external visits.

Job Description



- Manages department email and calendar (responding to inquiries, forwarding to the appropriate departments and staff, and making sure the shared calendar is up to date).
- Ensures all incoming and outgoing mail is handled in a confidential manner and notifies staff of packages received.
- Responsible for ordering and maintenance of adequate inventory of a wide variety of departmental supplies (business card, payroll forms, campus maps, signage, permits, ticket rolls, etc.).
- Provides administrative support to the Manager as required.

Financial Support

- Provides front-line counter services and wide range of parking related payments/refunds.
- Balances supervisor's float and front-line registers on daily basis.
- Processes parking payroll deductions and student billing promptly, professionally, and with courtesy.
- Responsible for counting cash payments collected weekly from pay machines.
- Ensures that parking requests (billable services) are clearly documented and submitted to the financial coordinator for processing.
- Creates and maintains user-friendly process documentation for cash office duties.
- Responsible for balancing, reporting, and uploading cash/credit reports accurately and in a timely manner.
- Reconciles front office cash and credit card transactions, internet sales and prepares bank deposits
- Runs daily, weekly, and monthly reports through ZMS, Moneris, and Aims software to collect and maintain spreadsheets to monitor financial data.
- Works closely with departmental finance coordinator to ensure that all processes are followed.
- Collects and sends all required documents to finance for year end.

Other

- Performs other duties as assigned.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-secondary education (business, finance, communication) or equivalent education and experience.

Experience

- Minimum of 2 years of experience providing administrative and front facing service preferably in a large and complex organization.
- A proven ability to multi-task and provide exceptional front-line service in a fast-paced environment.
- Demonstrated ability to deal with people experiencing anger, frustration, and stress.

Knowledge/Skills/Abilities

- Excellent customer service skills including strong sense of diplomacy and confidentiality.
- Strong communication skills both verbally and written.

Job Description



- Strong problem-solving skills and independent self-starter approach to assignments & issue resolution.
- Ability to manage information/situation quickly to accurately with diplomacy respond in high stress customer service environment.
- Strong attention to detail and high level of accuracy performing financial related tasks
- Understanding of basic accounting principles
- Strong attention to detail and the ability to remain calm and organized during busy, changing, or challenging times
- The ability to work closely within a team environment, as well as independently with minimum supervision
- Proficient in MS Office.

Nature and Scope

- **Contacts:** This position works collaboratively with department faculty & staff throughout the campus as well as work closely with students, visitors to campus, contractors and will communicate with law enforcement agencies.
- **Level of Responsibility:** The role has defined duties, and tasks. They include providing accurate information, diffusing heated arguments, and following up with the appropriate financial processing. The position does provide access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical.
- **Decision-Making Authority:** Working both independently and as a team regarding day-to-day tasks, problem solving, customer complaints. Relies on own judgement & training to resolve common issues making adjustments/corrections as necessary. Decides when & how to escalate issues when unique/potentially serious/aggravated situations occur.
- **Physical and Sensory Demands:** This position requires high level of attention to detail and ability to work in a fast passed often stressful environment with frequent interruptions.
- **Working Environment:** This parking office is an open-office on campus environment. This position will involve exposure to emotionally demanding experiences and/or interactions with customers who are upset, aggressive, argumentative, or have unpredictable breakdowns involving their accounts, tickets, or vehicles towed. This position may require last minute notice for coverage, after hour, and weekend work to support the operations. Some lifting of boxes containing permits, paper, etc.

Job Description



Conclusion: on campus there are similar jobs. Many with creating titles and responsibility description. The USG should be at 5 to be in line with the true responsibilities of this positions and others at UW.

Watcard USG 4	Customer Care Representative	Front-line customer service and accurate financial accountability in the WatCard Office. He/she must provide professional and responsive customer relations
Registrar Office USG 6	Financial Aid Specialist	Administration of financial need programs, primarily OSAP. Accountabilities include receiving, editing, auditing and determining eligibility for applicants of these programs and applying careful judgement to appeal processing decisions
Print & Retail USG 6	Project and Customer Service Coordinator	Front-line staff. Primary point of contact for W Print customers, steering projects throughout their life cycle.
Plant Ops Tool Room USG 5	Client Services Support Coordinator	KEY CONTROL - Front line services. Customer support, administrative services, financial coding, key control. TOOL ROOM- Front line services. Customer support, administrative services, financial coding, market research, procurement, hands-on organization, UNIT4 coding & processing). This position holds the duties of the former Store Clerk.
Parking USG4	Customer Service Representative	Front-line service. The range of services - financial processing, parking coordination, special event support, managing departmental social media platforms, and resolving problems/disagreements related to contravention of the UW Traffic & Parking Regulations.
Parking USG5	Financial Coordinator	Internal and external billing of departmental accounts. Payroll and departmental finance.
Plant Ops Design Admin USG 5	Design Admin Assistant	<p>Administrative support to Client Services and Design & Construction Services.</p> <ul style="list-style-type: none"> • creating, organizing, maintaining and processing accurate documentation/files and related workflow • preparing tender packages • ISN, WSIB, safety checks • facilitating construction payments (high value \$1M-\$2M monthly each person; high risk of litigation) <p>This position has drastically changed over the years and increased in responsibility. I need to think carefully what USG level is appropriate.</p>