

## Job Description

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<b>Job Title:</b>	Parking Enforcement Officer
<b>Department:</b>	Plant Operations – Parking Services
<b>Reports To:</b>	Manager, Parking Services
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	October 2019

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### **Primary Purpose**

The purpose of the enforcement officer is to carry out routine foot patrols of University properties and taking appropriate action to ensure compliance with university parking policies.

### **Key Accountabilities**

<ul style="list-style-type: none"> <li>Identify vehicles in violation of university policy, checking with dispatchers using two-way radios or cell phones, when necessary to confirm identities or to determine whether vehicles need to be ticketed or towed</li> </ul>
<ul style="list-style-type: none"> <li>Make arrangements for illegally parked or abandoned vehicles to be towed, and direct tow-truck drivers to the correct vehicles</li> </ul>
<ul style="list-style-type: none"> <li>Perform traffic control duties such as setting up barricades and temporary signs, placing bags on parking meters to limit their use, or directing traffic during major campus events</li> </ul>
<ul style="list-style-type: none"> <li>Provide information to the public regarding parking regulations and facilities, and directions to campus buildings and points of interest</li> </ul>
<ul style="list-style-type: none"> <li>Collection of money from all pay and display and parking meters for deposit</li> </ul>

*\*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**

<b>Education</b> <ul style="list-style-type: none"> <li>A certificate of Graduation from an accredited Law and Security or Police Foundations Program from a Community College or equivalent</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>One year experience in a parking related field is preferred</li> </ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"> <li>Proficient with computers and a computerized ticketing system.</li> <li>Knowledge of AIMS (Automated Issuance Management System) would be an asset</li> <li>All successful candidates will be required to provide and maintain a clear Criminal Record Check and a clear Driver's Abstract as a condition of employment</li> </ul>

### **Nature and Scope**

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- **Contacts:** Operates as a member of the UW community, potential contact with any individual who parks on campus. Must have excellent conflict resolution and negotiation skills. Ability to de-escalate volatile situations.
- **Level of Responsibility:** Training of new employees, collection of large amounts of cash daily, have the ability to influence compliant outcomes from customers. Must be able to work independently or part of a team.
- **Decision-Making Authority:** Enforcement officer has limited discretion with respect to the rules and regulations. Scenarios that are uncommon are often referred to a colleague, supervisor or officer to problem solve.
- **Physical and Sensory Demands:** Must be physically fit. Lifting to 50 lbs. (cash boxes), working in all weather conditions. Must be willing to work shifts and weekends with some of them being mandatory i.e. Student Move-in Days, Convocation
- **Working Environment:** Walking and standing in parking lots for extended periods of time in all weather conditions on three rotating shifts. Radio contact with UW Police is available at all times.