Job Description

Job Title:	Parking Enforcement Officer/Technician
Department:	Sustainable Transportation
Reports To:	Senior Parking Enforcement Officer
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 2024

Primary Purpose

The purpose of this role is to support the enforcement of parking regulations as well as to resolve problems related to parking equipment on campus and providing that information to the Senior Parking Technician and Manager, Sustainable Transportation.

University of Waterloo comprises of over 8.3M gross square feet(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

Enforcement

- Identify vehicles in violation of university policy and/or Sustainable Transportation Parking Regulations, 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
- Make arrangements for illegally parked or abandoned vehicles to be towed, and direct tow-truck drivers to the correct vehicles
- 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
- Provide information to the public regarding parking regulations and facilities, and directions to campus buildings and points of interest
- Collection of money from all pay and display and parking meters for deposit

Parking equipment installation and maintenance

- Installation, repair and maintenance of parking gate controls.
- Installation, repair and programming of computers for Parking Services network.

Customer Service

- Liaison with outside contractors, vendors and University departments as it relates to gate controls, alarm systems, pay and displays emergency phones, intercoms, two-way radios, CCTV cameras and monitors, personal computers and office networks.
- Responds to parking lots to assist when customers can’t provide the correct funds to exit the lots.
- Provides service to the front office with software and hardware issues.

Campus Event Support

- Co-ordination of signs and additional personnel for large campus activities as it relates to traffic and parking.
- Provide recommendations for signs on campus to provide safety for pedestrian and vehicular traffic on the campus.

Other
- Performs other duties as assigned.

Required Qualifications

Education
- Post-secondary education in 2-year Electronic Technician diploma or equivalent education and experience
- Valid Class G Driver's License

Experience
- Two years of recent, proven practical employment in a large parking operation including gating hardware and software applications
- Related experience AIMS parking software is an asset
- Related experience with Zeag-Hub parking system is an asset
  Related experience with Scan and ZMS software is an asset

Knowledge/Skills/Abilities
- Proficient in Microsoft Windows and gating/parking databases
- Demonstrate the ability to diagnose and solve equipment problems, repair and maintenance
- Ability to work with the campus community to resolve issues associated with the parking infrastructure
- Mechanical aptitude
- Proficient in using powered and non-powered tools both basic and power, safely and properly

Nature and Scope

- **Contacts:** Operates as a member of the UW community, potential contact with any individual who parks on campus. Good interpersonal skills with an ability to work independently and within a team to achieve established service level goals with a deep commitment to customer service excellence. Must have excellent conflict resolution and negotiation skills. Ability to de-escalate volatile situations.
- **Level of Responsibility:** Performs work within scope of trade practices and level of capability/competency/skills, and/or regulatory requirements. With minimal supervision is required to respond and on the spot resolve various technical issues responding to often distressed/irate customers. Communicates, reports, advises and receives instruction from supervisory staff concerning priority of work and areas of concern or immediate action.
- **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. This position will involve exposure to emotionally demanding situations interacting with customers who are upset, aggressive, argumentative, or have unpredictable breakdowns.

**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.*