

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: STUDENT SERVICES TECHNICIAN – Parking Control**

#### **BASIC FUNCTION:**

Under direction of an assigned supervisor, perform a variety of responsible and technical duties related to the organization and coordination of day-to-day operations of the Parking Control Office; assure timely and efficient services to students; provide information and assistance to students, faculty, staff and the public concerning parking control services.

#### **REPRESENTATIVE DUTIES:**

Organize and coordinate day-to-day operations of the Parking Control Office and recommend operational changes as appropriate to assure timely and efficient assistance to students; open, close and secure the Parking Control Office according to assigned schedules.

Provide information and assistance to students, staff and the public regarding Parking Control services; explain District policies, procedures, rules, regulations and applicable parking requirements.

Provide clerical and technical support services for Parking Control staff by translating and transcribing materials, picking up and delivering reports, correspondence and other items, typing and preparing tables, and participating in special projects.

Train and provide work direction to student assistants; interview and select student workers, assign and review work, and develop work schedules to ensure adequate coverage.

Schedule, reschedule and cancel citations hearings appointments for individuals contesting citations; prepare and maintain current appointment schedules for parking staff.

Maintain financial records for the Parking Control Office; maintain account ledgers and current balances; record expenditures, post bills and process related documentation.

Assure the security and confidentiality of a variety of sensitive materials and information; check files for accuracy, completeness and proper order of information entered into citation database.

Refer students to appropriate student services areas; provide technical assistance and information concerning District services and programs established to assist students in achieving academic success.

Answer telephones using a multi-line console; take messages and transfer callers to appropriate District personnel and offices.

Collect and account for fees and other monies received as assigned; type requisitions and process invoices according to established procedures.

Prepare and type a variety of records, reports, documentation, forms, correspondence and other materials.

Order store, inventory and distribute parking control forms, materials and office supplies.

Operate computer equipment to enter, revise and retrieve data, generate reports and maintain records; operate office machines including computer, computer terminal, software, copier, dictaphone, typewriter and calculator.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Community college parking control services.
- Customer service and basic public relations techniques.
- Modern office practices, procedures and equipment.
- Principles of training and providing work direction.
- Operation of office machines including computer and transcribing equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

- Organize, coordinate and oversee day-to-day activities in the Parking Control office at a community college.
- Perform technical and responsible duties in support of parking control staff, administrators.
- Communicate effectively both orally and in writing.
- Answer telephones and greet the public courteously.
- Maintain records and prepare reports.
- Operate office machines including typewriter, copier, calculator and computer equipment.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Train and provide work direction to student assistants.
- Work confidentially with discretion.
- Meet schedules and timelines.
- Complete work with frequent interruptions.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school supplemented by college coursework in business or related field and three years of clerical experience involving complex records maintenance and public contact, preferably including one year in a community college student services setting.

**WORKING CONDITIONS:** Duties are primarily performed in a Student Services environment while seated at a counter, desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

**PHYSICAL DEMANDS:** Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.