

PARKING SERVICES STUDENT ASSISTANT JOB DESCRIPTIONS

1.1.2 Parking Services Office Student Assistant (Start Pay Rate: \$18.00)

The Parking Services Office Student Assistant position performs a variety of tasks, which include but not limited to the following: basic clerical functions like faxing, copying, answering phone calls, data entry of citations and permits. The Parking Services Office Student Assistant position requires previous experiences in the customer service field, showing knowledge and ability to multitask in a fast paced environment. Students hired must be able to work independently with minimal supervision, which requires them to make independent judgment on various situations and efficiently keep the front counter functioning. Assistants may be subject to possible verbal abuse. Work hours are established by the Assistant Parking Manager. Typical work hours are between 7 a.m. to 5 p.m.

Typical duties include, but are not limited to:

- **Front counter reception** - Greet customers at the front counter and provide a variety of services including but not limited to parking permit sales, receiving citation payments, explaining the citation review process and providing the necessary paperwork, providing directions, providing general information about the campus or other campus programs, greeting and screening people coming to UPD for appointments or other meetings. Provide initial contact for police related matters, fingerprint appointments, tow releases, and obtaining police reports. Answer phones and assist customers. Enter data from various sources into the appropriate files and computer programs. Receive and sort department mail and perform basic clerical functions like faxing, copying, and filing.
- **Reconcile money** - Take in and reconcile money received by the department from parking permit sales, citations, tow releases, boot releases, fingerprints, reports, and vanpool payments. Start the process for payroll deductions for employees parking permits. Prepare associated reports and spreadsheets.
- Handle large group parking and special event parking needs.
- **Special assignments** - The Parking Services Student Assistant who are assigned to Special Assignments/Projects, have superior knowledge of the functioning of the University Police Department and Parking Services, have demonstrated ability to work under minimal to no supervision and demonstrates leadership among their peers. Along with the duties stated above, they are assigned projects like working on sale reports, data analytics, presentations, import/export data. These projects are maintained on a regular basis and require the information gathered and maintained to be reliable and accurate.
- Provide general information and directions to the public.
- Other duties as assigned

Standard of Employment:

- **No felony conviction**
- Successful completion of a background check
- **Valid California driver's license with minimum of 1-year driving experience**
- Minimum 18 years of age
- **Enrolled student at SJSU (currently) with minimum of 2 years left with the university (preferably as an Undergrad Freshman/Sophomore) and eligible for work-study**
- Require high school level reading, writing and mathematical abilities
- Ability to understand and carry out oral and written instructions.
- Ability to learn to software applications: word processing, spreadsheet, database management.
- Ability to perform accurately in a detail-oriented environment
- Ability to handle multiple work priorities, organize and plan work and projects
- Ability to maintain confidentiality and appropriately handle sensitive communications with employees and external agencies

- Ability to quickly learn and apply a variety of state, federal, CSU, and SJSU policies and procedures
- Knowledge of and/or the ability to learn how to use applicable parking-related equipment and automated systems
- Strong oral communication skills
- Possess excellent customer service and public relations skills
- May be required to do a considerable amount of walking and climbing stairs in parking garages
- May also be required to do a varying amount of lifting, climbing, sitting, standing or walking during a shift
- May also be required to do a varying amount of bending, reaching, moving heavy objects and equipment
- May be required to work outdoors and indoors during inclement weather
- May also have to deal with situations that are stressful and confrontational
- Will also be required to maintain certain appearance standards