



DATE ISSUED: 12/15
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Supervisor, Parking Office

JOB SUMMARY

Performs responsible work in the supervision of the parking office function. Supervises the sale of decals, payments for citations and the supervision and training of subordinates. Responsibilities include overseeing the Citation Management System for Denton, Dallas and Houston. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Special Services Lieutenant and/or Director of Public Safety

Supervises: Parking Clerk and Student Assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides guidance and supervision to subordinates.
- Supervise the sale and processing of parking permits and receipts of citation payments.
- Processes all monies received by the parking office, balances all cash drawers, and tracks deposits for the Denton, Dallas and Houston Campuses.
- Develops and publishes brochures pertaining to parking operations.
- Supervises the Citation Management System.
- Develops and conducts staff training programs.
- Initiates all correspondence for parking ticket notices, parking permits, and ticket appeal process notices.
- Conducts end-of-day financial audits, including the auditing of credit card receipts.
- Uploads and downloads ticket citation records between a hand-held unit and the Citation Management System.
- Identifies and acquires outstanding revenues.
- Generates citation late notices and notices for unidentified ticket holders.
- Process and maintains the student hold list.
- Conducts daily database backups.

- Researches and audits data integrity.
- Provides management with necessary reports.
- Performs duties of a Communication Operator/ Dispatcher as required.
- Responds to emergency call-out through the department pager system.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Some college course work preferred.

EXPERIENCE

Four years experience in general office or clerical work with basic computer skills and programs, preferably with some accounting experience and police telecommunication experience.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Working knowledge of office practices and methods.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Date: _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

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All positions at Texas Woman's University are deemed security sensitive requiring background checks.