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Developed by:.....JWV
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, Parking Services and Transportation
DIVISION: Administration and Finance
REPORTS TO: Director, Public Safety
GRADE: 11
SUPERVISES: Enforcement Personnel, Information Aides, Student Employees and Vendors

BASIC FUNCTION:

Manage the University's parking services operation and all transit services. Assist with financial and budgetary aspects of the operation. Manage and provide authoritative assistance to the parking services operation and campus patrol person enforcement staff. Provide assistance to the Director as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage all aspects of the parking services operation.

Assist in the development and management of the parking services budget, including the collection of parking fees and fines, office procurement, office management, and work schedules.

Manage the computer-based records for registered vehicles and enforcement transactions for parking services, monitoring their accuracy, and correspondence with other University records such as student and employment records.

Manage enforcement, clerical and other support staff.

Serve as first line resource for problem or complaint resolution, maintaining good customer relations and a service-orientation with students, faculty, staff, visitors, and the external community.

Communicate with, and serve as, a principal contact with contract service providers as required with respect to vehicle registration, access permit issuance, data management services, transit services, and towing services, among others.

Coordinate parking-related matters with enforcement activities performed by local agencies and other University departments.

Research, compile information, and make recommendations required for use in analysis, presentations, meetings and decision-making. Implement workflow, policy and/or procedural changes based upon research and analysis.

Review and update parking policy for approval by the Board of Governors for Higher Education and distribution to the University community.

Serve as a liaison between the University and the Rhode Island Public Transit Authority (RIPTA), and manage all aspects of on-campus transportation in conjunction with RIPTA.

Review and recommend changes to existing off-campus transportation services and/or additions to off-campus transportation in support of alternative transit to and from the University.

Participate in financial, fiscal, payroll and purchasing matters.

Recommend and assist with the annual budget requests, allocations, and mid-year reviews.

Assist the Fiscal Clerk with internal audits of cash collections and with the parking registration system.

Provide relevant and up-to-date budget and fiscal information necessary for important administrative decisions by the Director of Public Safety.

Research and analyze operating procedures and, in conjunction with the University's Controller, recommend changes based on information obtained and evaluated.

OTHER DUTIES AND RESPONSIBILITIES:

Perform additional duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, scanners; handheld printers and handheld scanners; word processing, database management and spreadsheet software; basic tools and hardware associated with gate and computer maintenance; servers, external hard drives, digital video recorders; driver's license.

ENVIRONMENTAL CONDITIONS:

The incumbent will not be exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; minimum of three years' experience with a parking operation; demonstrated ability to utilize Web development software; demonstrated ability to work in a business setting; demonstrated knowledge of budgets and accounting; demonstrated ability to communicate effectively orally and in writing; demonstrated strong interpersonal skills; demonstrated ability to organize, coordinate, and supervise support staff; demonstrated strong computer skills; demonstrated ability in data management, research and the analysis of operating procedures; ability to interpret institutional policies, plans, objectives, rules and regulations and to communicate the interpretation to others; ability to prepare and present studies and reports, and to make recommendations concerning the substance of the studies and reports.

PREFERRED: Minimum of three years of experience in a higher education parking operation; demonstrated experience with gate access and parking permitting hardware and software;

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.