



**University of Texas at El Paso
Job Description**

Job Code: 6350
Job Title: Parking Services Coordinator
Department: Parking and Transportation Services
Reports To: In accordance with specific departmental policies
FLSA Status: Exempt
Prepared By: Human Resource Services
Creation / Revision Date: October 26, 2010

Summary: Under moderate supervision, coordinates parking services functions with limited latitude for the use of initiative and independent judgment.

Note: The primary accountabilities below are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Incumbents may perform all or some of the primary accountabilities listed below. Specific tasks or responsibilities will be documented in the incumbents' performance objectives as outlined by the incumbents' immediate supervisor or manager. This position is security-sensitive and subject to Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. Must possess a valid driver's license issued by the State where the applicant resides and must be insurable as defined in the UT System BPM 16-05-02, as applicable to the performance of essential duties and responsibilities of the position.

Statement of Duties and Responsibilities:

Manages customer service issues. Serves as chief customer service contact for client requests and complaints.

Issues ADA, contractor, volunteer and other special or temporary permits.

Assists management in developing departmental policies and procedures.

Designs and executes a system of internal controls which provides reasonable assurance that operations are effective and efficient, assets are safeguarded, financial information is reliable, and applicable laws, regulations policies and procedures are complied with.

Contacts other UT components to gather feedback regarding parking situations.

Trains employees in department policies and procedures.

Evaluates parking office functions and procedures to ensure efficiency and high quality customer service.

Participates in meetings, committees, and planning conferences regarding new buildings.

Provides documentation supporting citations for appeal.

Coordinates with Operations and University Police to survey situations.

Knowledge of all Microsoft Office software and able to learn and use institutional software systems.

Complies with all State and University policies.

Other duties may be assigned.

Supervisory Responsibilities: Carries out supervisory responsibilities in accordance with the organization's objectives, policies and applicable laws.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education required: Bachelor's degree from four year college or university within area of assigned responsibility.

Minimum Experience required: One year of experience, related to the statement of duties and responsibilities; or equivalent combination of education and experience.



Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl. The employee is frequently required to stand and walk. The employee is regularly required to sit; use hands to feel; reach with hands and arms; and talk or hear. The employee is occasionally required to lift and move up to 50 lbs. Special vision requirements for this position include color vision, distance vision, and depth perception.

While performing the duties of this job, the employee must occasionally lift and move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level is usually moderate.