

# State College Borough

## Representative, Parking Customer Service

### Job Description



**REPORTS TO:** Parking Operations Supervisor  
**ROLE & LEVEL:** A1

**DEPARTMENT:** Parking  
**FLSA STATUS:** Non-exempt

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#### **WORK OBJECTIVE:**

The Parking Customer Service Representative is responsible for overseeing parking garage, lot, and deck operations. Work is performed under general supervision with limited latitude. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Assists customers by giving instructions on how to pay to exit the garages; answers questions and resolves customer issues; provides driving directions and any other information requested by customers
- Maintains ticket/payment KIOSK's throughout the day by changing out batteries, refilling receipt paper, clearing coin and dollar bill jams and clearing receipt paper jams; resets the KIOSK's throughout the day as necessary
- Observes computer monitors to ensure that the equipment is functioning properly and individuals are not damaging equipment or exiting without payment
- Files police reports for individuals who damage equipment, exit without paying or other various reasons
- Maintains a daily shift report; logs ticket numbers, lost tickets, monthly pass information, etc.
- Performs facility inspections twice a day to include garage elevators, restrooms and equipment; looks for vandalism to garage property; reports any problems to management
- Responsible for cleaning the office to include wiping down desks, computers, and phones, sweeping and emptying the trash
- Maintains office supply and spare equipment inventory; prepares and ships equipment that needs to be repaired or returned
- Distributes incoming supplies from the mail room to the applicable garages
- Assists with changing out the cash and coins in the Pay Stations and KIOSK's
- Assists with counting the meter coins and depositing them in the bank
- Reconciles petty cash and processes refunds

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- Performs general maintenance on and minor repairs to equipment; contacts the appropriate vendor or department when major repairs are needed (i.e. elevator repair, gate repair, etc.)

#### **Supervision:**

- None

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of relevant policies, procedures, and strategies to promote effective local parking ordinances and state parking laws
- Knowledge of mechanical equipment for minor repairs and stocking supplies
- Skill in working independently and following through with assignments with minimal direction
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel)
- Skill in providing good customer service
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to manage time and workload effectively which includes planning, organizing, and prioritizing with attention to details
- Ability to safely operate the parking enforcement vehicle which is operated from the right side
- Ability to read, comprehend and apply parking ordinances
- Ability to deal with the public with tact and good judgment
- Ability to communicate effectively, verbally and in writing

#### **MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by one or more years of customer service and/or parking enforcement experience; or an equivalent combination of education, certification, training, and/or experience. Must possess a valid Pennsylvania driver's license.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

#### **PREFERRED QUALIFICATIONS:**

- None

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## **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 50 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling.

## **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

## **SENSORY REQUIREMENTS:**

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

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

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date