

PARKING SERVICES ASSISTANT JOB DESCRIPTIONS

1.1.1 Parking Services Student Assistant Enforcement (Start Pay Rate: \$18.00)

Parking Services Student Assistant Enforcement must be observant and diligent in enforcing SJSU parking regulations. They must be fair, impartial and courteous at all times. They are expected to actively assist in the investigation of chronic violators and be able to immobilize vehicles as appropriate. Additionally, Enforcement assistants are responsible for the effective patrolling of the campus parking garages and lots as designated by the parking services supervisor(s). Assistants may be subject to possible verbal abuse. Work hours are established by the Enforcement Supervisor. Typical work hours are between 7 a.m. to 12 a.m. and may include weekend.

Typical duties include, but are not limited to:

- Issue written warnings and parking citations via hand-held computers and/or handwritten citation books to vehicles illegally parked under the authority of Section 21113(a) of the California Vehicle Code.
- Direct vehicular and pedestrian traffic as assigned
- Provide general information and directions to the public.
- Assist the community in accordance with the provisions of the Motorist Assistance Program (ie: vehicle jump starts, vehicle unlocks, obtaining vehicle fuel, changing of flat tires, contacting other agencies for assistance and escorting/transporting disabled persons).
- Observe and report safety hazards and suspicious activity
- 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 operate enforcement related equipment, computers and vehicles
- 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
- Duties may include patrolling by foot, bicycle or motor vehicle
- 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
- Will be required to work outdoors and indoors during inclement weather
- Will be required to use a two-way radio
- May also have to deal with situations that are stressful and confrontational
- Will also be required to wear a uniform and maintain certain appearance standards