



# CAREER OPPORTUNITY

Make San José State University Your University of Choice

## Position Information

Posting Date: April 16, 2008  
Working Title: Assistant Parking Manager  
Reporting Unit: Parking Services, University Police Department  
Requisition Number: 13346  
Hiring Range: Up to \$78,000 annually  
Excellent Benefits Package: [Management Personnel Plan\(MPP\) Benefits Summary](#)  
First Screening Date: May 2, 2008  
Applications received after the first screening date will be considered at the discretion of the University.  
Position Classification: Classified within the Management Personnel Plan

## About the Position

Parking Services is a division of the University Police Department responsible for daily parking operations, permit distribution, parking enforcement, citation processing/collection, shuttle services, alternative transportation, facilities maintenance, special event parking and more. Reporting to the Support Services Lieutenant, the Assistant Parking Manager is responsible for daily operation and problem resolution of the parking business operation, the citation collection program and the parking enforcement program. He/She makes independent decisions, resolves customer service issues, and updates superiors regularly with information regarding daily parking services operations. In absence of the Support Services Lieutenant, he/she will be responsible for all areas of Parking Services.

Additional responsibilities include, but are not limited to:

- Represent San Jose State University Parking Services
- Act as a liaison between the community and Parking Services in an effort to promote excellent customer service and strengthen the partnership
- Directly supervise employees and assign projects and daily work
- Recommend, develop and implement operational policies and procedures and ensure compliance with applicable policy and law
- Oversee recruitment and hiring for all Support Services positions
- Continuously work to improve the consistency and efficiency in all areas of the Support Services Division

## Qualifications

A bachelor's degree or equivalent is required, preferably in a related field. Additionally, three or more years of progressively responsible management/supervision experience is required, preferably with a large public parking operation. Experience with parking facilities operations, finance, and employee bargaining agreements is preferred. PeopleSoft experience is highly desired.

The ideal candidate will possess the following knowledge, skills, and abilities:

- Familiarity with various electronic parking operations technologies such as parking specific software programs, electronic hand held ticket writers, electronic signage, automated pay stations and revenue control equipment
- Demonstrated knowledge of computer applications such as Microsoft Word, Excel and Internet
- Ability to interpret technical procedures and regulations
- Ability to write reports and business correspondence
- Strong written and verbal communication skills
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public
- Ability to handle multiple projects and work in a fast paced environment
- Excellent customer service skills

## Required Application Material

- Résumé
- Letter of interest
- SJSU Employment Application: [PDF version](#) [MS Word version](#)

## Note to Applicant

Evidence of degree(s) or certification(s) may be required at time of hire. Every applicant who reaches the final level of interviews will be required to submit their fingerprints to the Livescan Prints Service through the University's Police Department. SJSU will pay all costs associated with this procedure.

## Equal Opportunity Statement

SJSU is an Equal Opportunity/Affirmative Action employer committed to nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender status, marital status, pregnancy, age, disability, or covered veteran's status consistent with applicable federal and state laws. Reasonable accommodations will be provided for applicants with disabilities who self disclose.

For the [SJSU Annual Safety Report](http://www.sjsu.edu/safetyreport) ([www.sjsu.edu/safetyreport](http://www.sjsu.edu/safetyreport))

## Contact Information

[Human Resources](http://www.sjsu.edu/hr) ([www.sjsu.edu/hr](http://www.sjsu.edu/hr))

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## University Shared Values

### Learning

Valuing education and promoting life-long learning.

### Student and Employee Success

Placing our highest priority on academic success and personal growth.

### Excellence

Setting the highest standards in all we do.

### Integrity

Being honest, fair and accountable for our actions.

### Diversity

Respecting diversity and recognizing the strength this factor brings to our community.

### Community

Valuing collaborative relationships.