

# MORGAN STATE UNIVERSITY

## JOB SPECIFICATION



### **PARKING ENFORCEMENT SUPERVISOR**

Class Code: N1008

FLSA Code: N/E (Non-Exempt)

Pay Range: 10

### **JOB SUMMARY**

Under general supervision, functions as a first or second line supervisor of parking enforcement staff engaged in interpreting and enforcing parking regulations on a large campus. Organizes work assignments, handles hiring, training and discipline. Participates in the review and revision of campus parking regulations and enforcement policies. Coordinates the work of the unit (s) and represents the unit (s) to higher level administrative personnel. Makes procedural operating decisions based on independent judgment and knowledge of applicable departmental policies and procedures. Enforces parking ordinances in surface and garage lots on university premises. Work may involve patrolling the campus to identify vehicles/scooters/bicycles which are in violation of parking regulations; takes appropriate actions to include issuing citations, or arranging for vehicles to be towed or relocated. Performs a variety of clerical duties required to document and process parking enforcement actions.

### **PRIMARY DUTIES**

1. Selects, trains, and supervises assigned parking enforcement associates. Determines work priorities, plans, schedules, assigns and reviews work. Resolves scheduling problems. Directs work flow to accommodate peak periods.
2. Oversees implementation and administration of policies and procedures. Assures quality control and makes suggestions for improvement of work methods. Assists in developing budget and production goals.
3. Enforces campus parking regulations by patrolling metered, time-zoned, and/or restricted parking areas with a motorized vehicle or on foot, and issues citations or warning to vehicles not conforming to established campus parking regulations; marks tires of vehicles in time zoned areas, issues citations and/or arranges for driveways, loading zones, fire lanes and fire hydrants, double parking, and obstructing traffic; checks vehicles license plate numbers against outstanding parking citation lists.

## **Morgan State University Job Specification**

### **Parking Enforcement Supervisor**

#### **Page Two**

4. Notifies proper authorities of serious parking violations, such as misuse of disabled permit or use of a stolen or altered permit, vandalism crime, and or suspicious persons in an expedient fashion and reports abandoned vehicles, through base operations, to campus for removal.
5. Tags bicycles and scooters located in violation areas and communications with towing personnel for removal when necessary.
6. Utilizes mobile data terminals, hand-help computers, and personal computers in issuing citations, retrieving information, and downloading/uploading data. Runs reports to identify paid/unpaid spaces in pay station controlled areas. Completes paperwork, records and reports regarding citations issued, patrolling activities, photographic evidence when necessary.
7. Maintains radio contact with the base office in order to respond to parking violation complaints and report issues with traditional parking meters and digital pay stations. Responds to and investigates complains regarding parking violations and related citations. Testifies in court regarding parking violation cases.
8. Provides assistance to citizens; answers questions regarding parking ordinances and laws.
9. Assists with vehicle relocation, directing traffic and staffing parking areas for special events.
10. Prepares written incident reports of campus activities whenever warranted. Maintains records of work completed and prepares routine reports, review and utilize these according to established procedures.
11. Performs minor vehicle maintenance checks including fluid levels and tire pressures, mileage documentation and maintains in clean condition.

#### **Note:**

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

#### **MINIMUM QUALIFICATIONS**

**EDUCATION:** High School Diploma or GED

**EXPERIENCE:** Five years progressively responsible work relates filed to include at least two years in supervisory capacity.

**Morgan State University Job Specification**  
**Parking Control Aide**  
**Page Three**

**REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

Ability to read, write and follow oral and written instructions; to complete basic reports; to detect situations imperiling life, safety, and property; to perform extensive sitting, standing, and walking in all types of weather conditions; to communicate effectively; to operate two way radios, telephones and hand held computer peripherals; Comprehensive knowledge of and skill in interpreting and enforcing extensive regulations; Proven supervision skills, including ability to motivate and train personnel; in interpreting and applying departmental policies and procedures; in operating manual and automated office equipment including mobile data terminals, hand-held computers, personal computers and related software; in composing correspondence and preparing reports; in performing mathematical computations; in establishing clerical methods and procedures; in negotiating and resolving scheduling and procedural problems. Ability to communicate effectively both orally and in writing; to establish and maintain effective work relationships; to interact effectively with the general public.

**OTHER:**

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

**CONDITIONS OF EMPLOYMENT**

Valid Maryland Non-commercial Class C or equivalent driver's license may be required. Candidates selected for employment may be subject to medical inquiries and/or medical examination to determine ability to perform the job.