



Classification Title: Police Support Parking Specialist

Department:	Palomar College Police Department	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	An Assigned Police Sergeant	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs technical and complex administrative support duties for the Palomar College Police Department; maintains specialized databases and reporting systems; oversees parking citation fee collection and processing and parking permit programs; provides resources and information and resolves issues for students, staff and the public; oversees the operations of the department front desk including the provision of lead-level work direction to lower-level support staff and hourly workers.

DISTINGUISHING CHARACTERISTICS.

The Police Support Parking Specialist is distinguished from other administrative support positions by its responsibility for providing specialized administrative support for the Palomar College Police Department requiring knowledge of law enforcement terminology, practices, procedures, and California Penal and Vehicle Codes.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Oversees the parking permit process; issues and mails student, faculty and staff parking permits each semester; oversees online and electronic parking permit process for one-time permits issued by departments for meetings and conferences; oversees the issuance of daily parking permits through kiosks and the front desk; notifies parking enforcement of events and associated lots where parking rules are not to be enforced; resolves escalated parking permit issues from front desk.
2. Oversees the processing of parking citations, parking citation collections and delinquent notices; approves refunds of citation overpayments and payments for non-violations; enters payments into the system for special processing; hears ticket appeals for first-level non-moving violations; places and removes holds for non-payment; oversees processing of abstracts with embossed seals and Department of Motor Vehicles (DMV) reporting.
3. Researches, compiles and prepares statistical reports; tracks and reports department activities compiled from daily activity logs and databases; obtains necessary information and data for analysis, discusses findings with department administration and drafts required statistical and narrative reports.
4. Coordinates the daily operations of the department front desk; leads and participates in assigning the work of lower-level employees for completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures.

5. Answers escalated student questions and performs public relations duties over the phone, in person and online; provides information and handles issues that may require sensitivity and use of tact and independent judgment; researches requests or complaints regarding parking matters and refers matters to appropriate staff and/or takes or recommends action to resolve issues; provides information regarding department policies, procedures, programs and services; provides recommendations on other available District services and community resources.
6. Performs, with a significant degree of independence, difficult, technical and administrative work in support of department programs, functions and processes; establishes and maintains computerized and manual file systems, logs, distribution lists and other data; creates databases and tracking tools; enters information and produces reports; interprets court documents and program information for appropriate processing; performs calculations and posts accounting or payroll information; may order supplies and maintain petty cash; schedules and coordinates meetings and events; maintains calendars; prepares correspondence, agendas and reports; proofreads and checks all paper-work requiring the Chief of Police's signature for accuracy, completeness and compliance with District standards, policies and procedure.

Marginal Functions:

1. Updates and maintains content of the department website and social media accounts.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible police administrative support experience and parking enforcement/coordination.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Police administrative support experience and parking enforcement/coordination in a college environment.
2. Completion of college-level coursework in criminal justice from an accredited college or university.

Knowledge of:

1. General functions, operations and activities of a police department.
2. Statistical data tracking, research methods and data analysis techniques.
3. Techniques, procedures and methods used in the operation of police records management, programs and systems.
4. Police terminology and criminal codes, California Vehicle and Penal Codes and statutes and ordinances relating to law enforcement.
5. Pertinent federal, state and local laws, rules, regulations and procedures relating to police records management, parking enforcement and citation.
6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
7. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
8. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Provisions of the California Public Records Act and the Ralph M. Brown Act.

10. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
11. Modern office practices, procedures and equipment including computers and applicable software programs.
12. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Assigning and inspecting the work of hourly workers and lower-level staff.
2. Making calculations and tabulations and accurately processing and reviewing statistical and related reporting documents.
3. Exercising judgment, discretion and decision making to integrate emergency response with organizational priorities and objectives under tight deadlines and in crisis situations.
4. Communicating clearly and effectively, both orally and in writing.
5. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
6. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
7. Organizing and maintaining specialized files and databases.
8. Maintaining confidentiality of student files and records.
9. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
10. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
11. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods; and use hands repetitively to finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.