



DATE ISSUED: 04/07
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Communications Operator/Dispatcher/Parking Clerk

JOB SUMMARY

Performs responsible work in the parking office function. Sells parking decals and receives payments for citations in person, by mail and through the computer. Position also performs the duties of a Communications Operator/Dispatcher. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Coordinator of Parking Office

Supervises: No supervisory responsibilities

PRIMARY DUTIES - *May include, but not limited to the following:*

Interacts with public in a professional manner.

Processes the sale of parking permits and receives citation payments.

Balances all monies received at the end of each shift worked.

Queries and searches Colleague and Oracle records to identify citations.

Processes parking citations for non-university violators.

Processes correspondence for parking ticket notices, parking permits and ticket appeal process notices.

Uploads and downloads ticket citation records between a hand-held unit and the Citation Management System.

Generates citation late notices and notices for unidentified ticket holders.

Processes and maintains the student hold list.

Researches and audits data integrity.

Cross-trains and performs the duties of a Communications Operator/ Dispatcher as required.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Some college course work preferred.

EXPERIENCE

One year experience in general office or clerical work, preferably with some accounting experience.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Working knowledge of office practices and methods.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to respond to emergency situations in a timely manner.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must occasionally lift and/or move more than 25 pounds. May be required to sit for long periods of time.

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WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

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

Employee Signature: _____ **Date:** _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.