DEFINITION

Under the direction of the Parking Program Supervisor at an assigned campus parking lot, greet, welcome, give directions and provide assistance and routine information to students, faculty, staff and visitors. Incumbents report remarkable activities to the appropriate supervisor or College Police using a handheld two-way radio. Incumbents issue parking permits, distribute flyers, class schedules and related materials. They have constant contact with students, staff, and the public in answering a variety of questions or giving out information regarding procedures, locations or events.

EXAMPLE OF DUTIES

1. Receive and direct visitors; provide routine information and assistance to students, faculty, staff, and the general public.

2. Provide information about parking usage at designated areas and for special events.

3. Issue carpool and staff parking permits; maintain a Daily Permit Log.

4. Distribute college flyers and hand-bills, maps and class schedules to general public and college community.

5. Report to College Police or supervisor public concerns regarding roadways, traffic and parking lots, and emergency situations such as traffic accidents, suspicious activities, injuries and hazards. May use handheld 2-way radio.

6. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:
- Effective oral and written communications skills.
- Scheduled campus operations and events.
- Record-keeping techniques.
- District and campus organization, site locations, parking procedures and policies.
- District and campus.
- Proper use of 2-way radio equipment.

Skills and Abilities:
- Perform work without close supervision.
- Understand and follow oral and written directions.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with diverse populations.
- Meet the public with courtesy and tact.

Training and Experience:
Any combination of training and experience in customer service, parking service, or hospitality and experience in interacting effectively with diverse groups of people in a positive and helpful manner.
WORKING CONDITIONS

**Physical Requirements:**
Category II

**Environment:**
Works outdoors in an information kiosk with some exposure to the less desirable elements. Subject to noise, fumes and odors from automobiles.