Job Title: Parking and Transportation Specialist

BCAT Code: 09HX20  Effective Date: April 1, 2007
Pay Grade: G12   FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Supports the Assistant Director and Parking Operations Manager in Auxiliary Services administratively and operationally.

Examples of Duties
- Manages and supervises Customer Service Specialists.
- Coordinates work schedules, lunch break schedules, vacations, and sick leaves.
- Serves as operational backup for Customer Service Specialists as needed.
- Reviews timesheets for accuracy prior to their submission to Human Resources (HR).
- Performs annual performance evaluations.
- Coordinates the faculty and staff appeals board.
- Trains new employees on policies, procedures, and the PowerPark software application.
- Assists the Parking Operations Manager in supervisory functions.
- Works as a liaison between Parking Operations and HR.
- Provides input on bid proposals, requests for proposal (RFP), contracts, and negotiations for Parking and Transportation.
- Distributes parking requests information to the appropriate lots and decks.
- Responds to customer complaints.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of computer operations, such as word processing, spreadsheets, and desktop publishing.
- Strong organizational skills.
- Effective oral and written communication skills.
- Effective customer service skills.
- Ability to process improvement methodologies.
- Ability to initiate assignments without prompting.
- Ability to work with minimal supervision.
- Ability to identify and analyze potential problems.

Minimum GSU Hiring Standards
Associate’s degree and three years of administrative experience; or high school diploma or GED and five years of administrative experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.