Transportation & Parking Services

**Job Title**  Enforcement Officer

**Pay**  $10.00 per hour, starting (No Medicare or Social Security withholdings)

The goal of Transportation & Parking Services (TAPS) is to provide transportation services to students, employees, and guests of the PSU. With an emphasis on good customer service and assistance, TAPS staff helps to maintain safe and convenient parking on the PSU campus. Because of the limited number of parking spaces at PSU, the strict and uniform enforcement of parking regulations is a key component in providing this service.

**Essential Duties**

Enforcement Officers provide parking enforcement on campus from 7am to 7pm, Monday through Thursday, 7am to 5pm on Friday, and 8am to 5pm on Saturday.

Duties include:
- Issue parking citations, when necessary, to fellow students, faculty/staff, visitors and friends sometimes in the presence of the customer
- Respond to general parking questions and inform customers of parking regulations some of whom may be angry or upset
- Use and troubleshoot fixes of various types of equipment including handhelds and printers for issuing citations, permit printers, gate arms, cash registers, ticket dispensers, and pay machines.
- Provide PSU information and directions
- Assist with the jump-start of dead vehicle batteries
- Provide traffic control
- Count vacant spaces in specific parking areas
- Provide breaks to parking attendants
- Report suspicious activities on and around campus property (Enforcement officers are not police and are not to involve themselves directly in confronting or apprehending criminal suspects)
- Assist in the maintenance and upkeep of parking equipment and supplies including signs, barricades, paystations, and gate arms and record maintenance needs.
- Perform other duties as assigned

**Preferred Skills and Experience**

A successful applicant will possess the following skills and experience:
- Strong customer service skills; desire to help and assist customers; and ability to interact in a friendly manner with all customers, including those who are angry or frustrated
- Knowledge of PSU campus to comfortably provide information and directions
- Dependable and prompt
- Ability to read, understand and follow detailed procedural instructions, rules, and regulations
- Excellent oral communication skills using the English language
- Ability to be self-motivated and adhere to tasks with little supervision
- Ability to learn basic parking equipment maintenance and troubleshooting
- Ability to operate and follow protocol for use of two-way radio
- Ability to carry up to 50 pounds
- Ability to spend extended periods of time walking, standing, bending, stooping, climbing stairs, and moving laterally.

**Working Conditions**

Enforcement Officers spend most of their shift walking and standing in various weather conditions. Officers will often work alone and will need to be self-motivated. Working some Saturday shifts is required. Officers must maintain a neat appearance, adhere to established dress code, and maintain professionalism while on duty.

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Employee Signature  

Date  

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