<table>
<thead>
<tr>
<th>Job Level</th>
<th>Manager 1</th>
<th>Manager 2</th>
<th>Manager 3</th>
<th>Manager 4</th>
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</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Parking Ops Enforcement Mgr 1</td>
<td>Parking and Transportation Mgr 2</td>
<td>Parking and Transportation Mgr 3</td>
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<td>6780</td>
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<td>FLSA</td>
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### Generic Scope

- spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff.
- Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.

- Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.

- Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.

- Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with systemwide objectives and initiatives.

### Custom Scope

- Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals. Reviews and approves recommendations for functional programs. Provides guidance to subordinates to achieve goals in accordance with established policies. Erroneous decisions or failure to achieve goals results in additional costs and personnel, and serious delays in overall schedules. Responsible for parking operations and facilities.

- Manages a large, parking and transportation department through subordinate managers and staff. Oversees the strategic planning process in compliance with organizational objectives and external regulatory requirements. Establishes and ensures implementation of policies and procedures in support of departmental goals and objectives relating to transit, parking, and environmental concerns. NOTE: this level manager oversees both parking and transit services, which includes supplies, materials and passengers.

- Directs a comprehensive parking and transit system through subordinate managers for large programs, projects and services for the UC location. Establishes strategic plans pertaining to transit routes, parking structures, ride sharing, and fee setting, enforcement and emerging alternate modes of transportation. Direct efforts to create safe and environmental transportation solutions. High-level managers in this job function, also oversees parking operations, including capital projects for programs and services. NOTE: this level manager oversees both parking and transit services, which includes supplies, materials and passengers.

### Key Resp 01

- Assesses special event and regular parking demands to establish appropriate lots and usage.

- Directs all aspects of large, complex workforce. Determines and manages staffing levels, recruiting, throughput subordinate managers, determines staffing levels, hiring, performance management,
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<th>Job Summary</th>
<th>Involves monitoring parking facilities and enforcement activities. Operations include maintaining compliance with parking rules and regulations; issuing permits, collecting monies for permits and from meters, issuing citations and warnings, forecasting vehicle parking patterns and assessing demands, and ensuring maintenance of parking lot structures and surfaces.</th>
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| Forecasts vehicle parking patterns, lot utilization and parking fees. Manages the coordination of activities with responsibility in terms of costs, methods, and employees. | performance management, coaching and mentoring. | coaching and development. |

| Key Resp 02 | Performs staff management activities to include recruitment, performance evaluations, and handling disciplinary issues. Identifies training needs and ensures necessary training is conducted. Ensures the operations run smoothly with timely responses and that staff follow established customer relations protocols on a consistent basis. | Directs transportation-based assets, including garages, parking surface lots, vehicle fleet. Advises leadership on acquisitions, dispositions and management of all transportation-based resources and services. | Oversees a variety of transportation-based assets, including capital projects for garage structures, parking surface lots, vehicle fleet, electrical vehicles and charging stations. Oversees purchases of equipment, materials and technology to enhance operations and improve services. |

| Key Resp 03 | Ensures regulatory compliance relative to safety; provides for staff training in safety protocols. Develops, implements and monitors the parking enforcement program plan. Conducts analyses for planning for campus or medical center demands for parking operations and services, traffic and related issues for special events. | Oversees comprehensive safety training and staff compliance with federal, state and local regulations and requirements regarding transportation-related matters. | Directs the safety program and staff compliance. Plans and updates the location’s emergency preparedness plan as related to transportation management. |

| Key Resp 04 | Coordinates information needs and reporting requirements for subordinate supervisors. Prepares monthly reports to assist with long term program plans and budgeting actions. Establishes customer service standards and ensures staff are trained in that regard. | Directs and oversees multiple budgets, business plans and analyses. Takes action to mitigate budget or financial challenges as needed. | Develops and implements short-and long-term financial plans. Oversees through subordinate managers the accountability and stewardship of resources to meet budget targets. |

| Key Resp 05 | Leads stakeholder groups to establish development, construction, investments, pricing and service offerings of unit. | Partners with Capital Projects, Planning and participates systemwide committees related to strategic planning for future transportation issues. Advises senior management regarding significant parking and transportation matters, including emerging alternative use of energy. |

| Key Resp 06 | Monitors progress towards departmental goals and objectives; delegates to managers business plan objectives and holds department accountable for outcomes. | Determines departmental goals and objectives and holds subordinate managers accountable for outcomes. |

| Key Resp 07 | Develops and implements all standards and procedures regarding inspection and reporting requirements, fleet maintenance and replacement, emergency assistance and certification requirements. | Develops and implements business plans to introduce and integrate new technology in operations. |
Job Family | General Services
--- | ---
Job Function | Parking Ops and Enforcement
Category | Supervisory & Management

**Job Summary**

Involves monitoring parking facilities and enforcement activities. Operations include maintaining compliance with parking rules and regulations; issuing permits, collecting monies for permits and from meters, issuing citations and warnings, forecasting vehicle parking patterns and assessing demands, and ensuring maintenance of parking lot structures and surfaces.

**Key Resp 08**

Serves as primary point of contact regarding injury accidents involving department-owned vehicles.

Oversees the safety function for all parking and transit operations according to DOT and state guidelines pertaining to Public Safety. Collaborates with Police and Risk Management in reviewing safety aspects of the parking and transportation programs and services.

**Key Resp 09**

Negotiates with local authorities concerning public transportation routes, funding for alternative transportation and other joint transit issues.

Collaborates with local transit authorities to plan and maximize the use of available resources. Negotiates the use of ride-sharing companies to supplement transportation needs.

**Key Resp 10**

Directs all logistics regarding parking structures, shuttle and fleet operations and routes, payment and permit operations, and internal controls regarding transportation-based resources.

Oversees all logistics including funding, parking structures, shuttle and fleet operations and routes, payment and permits, and internal controls.

**Key Resp 11**

Develops and maintains transportation solutions and innovative programs. Analyzes commuter behavior and uses analysis of data to improve transportation and sustainability efforts.

Collaborates with internal and external stakeholders to design and develop transportation solutions that are accessible and sustainable.

**Key Resp 12**

Oversees marking of all services to reach a large, diverse group, such as students, faculty, staff, patients, and visitors.

**Key Resp 13**

**Key Resp 14**

**Key Resp 15**

**Education 1**

Bachelor’s degree in related area and / or equivalent experience / training.

Bachelor’s degree in related area and / or equivalent experience / training.

Bachelor’s degree in related area and / or equivalent experience / training.

**Education 2**

**Education 3**

**Education 4**

**License 1**

**License 2**

**License 3**

**License 4**

**Cert 1**

**Cert 2**

**Cert 3**
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<tr>
<td>4</td>
<td>Must pass a background check.</td>
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#### KSA 01
**Strong knowledge of parking operations; and HR policies and procedures.**
- In-depth knowledge of parking, transportation, fleet management operations, as well as related policy and regulatory compliance requirements from governmental agencies.
- Advanced knowledge of parking, transportation, fleet management operations, as well as related policy and regulatory compliance requirements from governmental agencies.

#### KSA 02
**Strong skills in management and operations planning.**
- Advanced knowledge of parking and transportation industry best practices to ensure most efficient and effective use of resources and sustainability efforts.
- Expert knowledge of parking and transportation industry best practices to ensure most efficient and effective use of resources and sustainability efforts.

#### KSA 03
**Strong skills in leadership, motivation of staff and team-building.**
- Strategic leadership and interpersonal skills to work effectively, across all organization levels, internally and externally.
- Advance strategic leadership and interpersonal skills to work effectively, across all organization levels, internally and externally.

#### KSA 04
**Strong skills in customer service to establish department program and standards.**
- Advanced skills in building team customer service orientation, management, sound judgment and decision-making, innovative thinking, and creative problem solving in a varied and challenging environment.
- Advance skills in developing and managing subordinate management team in building strong customer service focused programs and services.

#### KSA 05
**Skills to train staff in carrying out proper parking procedures and enforcements.**
- Advanced verbal and written communication skills.
- Advanced verbal, written, interpersonal and leadership skills to communicate to multi-stake holders and levels.

#### KSA 06
**Strong skills to facilitate and collaborate with a diverse group of constituencies on long- and short-term parking and enforcement operations planning.**
- Proficiency in the use of basic computer applications.
- Common knowledge of common organization specific and basic general computer applications.

#### KSA 07
**Strong report preparation skills to meet operations planning and budgetary reporting requirements.**
- Strategic negotiation skills.
- Expert strategic planning, analytical, negotiation and political acumen skills.

#### KSA 08
**Advanced knowledge of transportation demand management programs, long range planning, and environmental impact analysis.**
- Expert knowledge of transportation demand management programs, long range planning, Capital Projects and environmental impact analysis.

#### KSA 09
**Advanced ability to carry out complex business plans subject to multi-stakeholder perspectives.**
- Has broad oversight and strategic planning for budget, including Capital Projects for annual and multi-year budgets.

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<th>Environment</th>
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<th>Career Path open</th>
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<tr>
<td>Campus, medical center or other university setting and various external venues.</td>
<td>Transit routes located within and between campus, medical center and other properties and office settings.</td>
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