

Code: 2240

Title: PARKING SERVICES SUPPORT SPECIALIST

SUMMARY: Leads and participates in the activities involved in the collection of money for parking fees. Assists in the coordination of service and/or repair of parking equipment and performs related work.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Coordinates unit activity with other departmental sections or divisions and other County departments or outside agencies and acts as an internal departmental coordinator for support activities relating to parking, payroll, billing, purchasing, and other unit specific functions;
Counts and reviews money for accuracy, balances, verifies, prepares and delivers daily deposits of revenue to the Pima County Treasurer;
Compiles information utilized in unit budget preparation, monitors and reconciles revenue, and reports to supervisor on budget activities;
Inputs, retrieves and compiles statistical and operational data and prepares periodic and special reports;
Maintains routine and specialized databases utilizing accounting software, SCAN Net and other software products;
Researches, verifies and posts adjustments for discrepancies of daily transactions and follows up on problems and resolves as appropriate;
Maintains, monitors, and tracks all time records of parking service activities for the validation of parking tickets by Pima County and other contracted entities;
Leads and schedules contracted cashiers in the daily collection of parking fees;
Provides detailed information in response to queries concerning unit or division operations, activities and procedures;
Explains rules, regulations or procedures to the public and other County employees for use of County parking facilities;
Researches information and prepares routine correspondence, memoranda, operations manuals and other documents for supervisor review and approval;
Handles emergency situations within scope of authority and reports to the supervisor and proper authority;
Identifies and refers personnel issues to supervisor and contracted agency as appropriate;
Trains other unit office support staff as needed;
Operates various office equipment such as typewriters, computer terminals and personal computers, facsimile machines, photocopiers, and calculators;
Performs minor repairs and adjustments to equipment such as card readers, gate arms, and cash registers;
Monitors and adjusts parking garage equipment or supported systems for proper functioning and reports deficiencies to supervisors;
Contacts other Pima County departments and/or service contractors for the repair and maintenance services of parking equipment and facility needs.

KNOWLEDGE & SKILLS:

Knowledge of:

- applicable bookkeeping practices and procedures;
- file maintenance and general office practices;
- automated information system applications , including computer software spreadsheets, word processors and databases;
- parking operations and practices;
- the principles and practices of leading, training, and scheduling staff;
- rules, regulations, policies, and procedures, traffic laws, codes and ordinances applicable within work unit;
- basic principles of contractual agreements;
- research techniques and report compilation;
- typical hazards of the assigned work area and safety procedures and equipment required;

Skill in:

- use of automated information systems to maintain data and produce documents;
- posting and maintaining ledgers and reconciling accounts;
- preparing statistical, operational and other specialized reports;
- maintaining specialized files and other documentation in manual and automated systems;
- making arithmetic calculations;
- communicating effectively;
- interacting with the public and providing customer support;
- applying policies and procedures to operations and processing appropriate documentation;
- operating a variety of office equipment, including adding machines, computer terminals and personal computers, facsimile machines, photocopiers and calculators;
- use of alphabetic and numeric data entry equipment and systems applicable to area of assignment;
- maintaining specialized files and other documentation in manual and automated systems;
- training, assigning work to and reviewing the work of staff.

MINIMUM QUALIFICATIONS:

EITHER

(1) Two years experience preparing, processing, and verifying accounting documentation, including cash handling or bookkeeping.

(Relevant education from an accredited college, university or vocational/technical school in Accounting, Administrative Support or Business may substitute for the aforementioned experience.)

OR

(2) One year experience in garage/parking operations, which included bookkeeping or accounting functions.

OTHER REQUIREMENTS:

Licenses and Certificates: Position may require possession of a valid Arizona Class D Driver's License at the time of appointment or prior to completion of an initial/promotional probation period.

Physical/Sensory Requirements: Position may require any or all of the following: lifting and carrying up to thirty-five (35) pounds or more; safely operating assigned vehicles and other powered equipment; working in extremes of heat, humidity, dust, or cold.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.