Definition of Class
This is a non-supervisory position in which incumbent provides communication and guidance to internal and external sources for the Parking and Transportation Department. The incumbent directs message traffic, responds to requests, retrieves and relays information, monitors parking conditions, and updates and maintains documentation. This position reports to the Parking Enforcement Supervisor.

Examples of Work Performed
Utilizes two-way radio and telephone system to communicate with Traffic Officers, faculty, staff, students and visitors for the Parking and Transportation Department.

Retrieves and relays information from the T2Flex system to provide Traffic Officers with details regarding parking permits/decals, citations, customer and vehicle information.

Assists Traffic Officers by providing information to facilitate decision making regarding immobilization of vehicles by boot/wheel lock, towing of vehicles, and citations.

Maintains communication with Traffic Officers and awareness of Traffic Officer locations and activities.

Stays abreast of current parking conditions and updates parking lot availability information for Parker Application use.

Receives incoming calls and messages, directs communication as appropriate and employs effective decision-making and prioritization skills.

Provides telephonic information and guidance to the public in informational and enforcement related situations while demonstrating a professional, courteous and helpful demeanor.

Updates and maintains documentation of radio message communication, boot activity and reserved spaces information.

Develops and utilizes detailed knowledge of campus streets, buildings, facilities, and parking lots/areas.

Understands and complies with departmental operating procedures.

Maintains knowledge and understanding of the T2Flex system along with the department’s vehicle registration policies and campus parking & traffic rules/regulations.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department

1. Provides communication and guidance to internal and external sources utilizing two-way radio and telephone.

2. Responds to requests, retrieves and relays information utilizing T2Flex system.
3. Monitors parking conditions and updates parking lot availability information for Parker Application.
4. Updates and maintains documentation pertaining to communication and departmental information and activities.
5. Maintains knowledge and understanding of the T2Flex system along with the department’s vehicle registration policies and campus parking & traffic rules/regulations.

**Minimum Qualifications.**
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 10 pounds.
- **Vision:** Requirements of this job include close vision.
- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.
- **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; talk and hear; and use hands to handle or feel objects, tools or controls. The incumbent is periodically required to reach with hands and arms.

**Experience/Educational Requirements:**

- **Education:**
  Graduation from a standard four-year high school or equivalent (GED).

- **AND**

- **Experience:**
  One (1) year of experience related to the above described duties.

**Interview Requirements**
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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