

The University of Texas at San Antonio

Job Description

Job Title: Parking Appeals Officer
Code: 13675
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: Parking & Transportation

Summary

- **Function:** To provide oversight and review of appeal submissions to include first level appeal decisions.
- **Scope:** Responsible for review, evaluation and adjudication of parking citations contested by university faculty, staff, students and visitors.

Duties

- **Typical:**
 1. Uses independent judgment, in conjunction with knowledge of university rules and regulations to render fair decisions on all first level appeals.
 2. Performs basic data entry to ensure appeals and all attachments are entered and adjudicated correctly.
 3. Ensures all credits are issued to customers in a timely manner.
 4. Collaborates with other personnel to assist in providing correct information to customers, reporting maintenance issues and officer errors to ensure a fair system and eliminate unnecessary appeals.
 5. Runs DMV's, reviews accounts within the parking database and visits location of citation to research and verify information regarding appeals.
 6. Fields complaints and answers questions about citations and the appeals process.
 7. Interprets policy and procedure to the second appeals panel.
 8. Perform other duties as assigned.
- **Periodic:**
 1. Run and analyze reports to track issues, such as appeals due to maintenance issues, officer error, visitors, etc.
 2. Assist in creating procedures that improve the rules and appeals processes.
 3. Occasional training to administrative staff.

Education

Required	Preferred
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High school graduation or GED.	Associate's Degree from an accredited university.
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Other Requirements

Required	Preferred
Texas Driver's License	N/A
Strong written and oral communication and customer service skills to be able to respond with tact and diplomacy regardless of the customer's demeanor.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Three years experience in the administration and/or enforcement of rules and regulations or any equivalent combination of experience, training and/or education.	Similar experience with four or more years in a higher education environment.

Equipment

Required	Possible
Personal computer and standard office equipment.	Parking databases, pay machines and sign making equipment.

Working Conditions

Usual	Special
Usual office conditions.	Occasional outdoor site visits.

Supervision

Received	Given
general supervision from the Assistant Director	May supervise assigned personnel.

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.