

**State College Borough**  
**PEO/CSR**  
**Job Description**



**REPORTS TO: Parking Operations Supervisor**  
**ROLE & LEVEL: A3**

**DEPARTMENT: Parking Department**  
**FLSA STATUS: Non-exempt**

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**WORK OBJECTIVE:**

The PEO/CSR provides prompt and courteous customer service. Also responsible for overseeing the parking operations for one, two and/or three garages. Enforces both Borough parking ordinances and state parking laws. Work is performed under limited supervision with moderate latitude. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Assists customers with the Pay on Foot system by giving instructions on how to pay and exit the garages; solves customer problems; answers questions
- Monitors computer screens, video screens and provides customer assistance as needed
- Performs general maintenance and minor repairs to equipment; contacts the appropriate vendor or department when major repairs are needed
- Observes parked vehicles and writes tickets for violations of local parking ordinances and state parking laws
- Enforces meter regulations; assists in the collection of money from parking meters; repairs inoperative meters when necessary
- Installs "boots" on vehicles, as needed, to ensure payment of outstanding violations and/or warrants
- Educates motorists on the Borough's parking ordinances; gives directions and other information as needed
- Maintains a count of cars in the garage(s) by either walking or driving through each garage floor, counting the number of parked cars and adjusting the count on the computer
- Daily inspecting the garage elevators, restrooms and equipment looking for any vandalism to garage property, and then reporting any problems to management.
- Performing other required and related tasks, including light cleaning of the offices and minor maintenance and routine repairs.
- Composes and prepares various correspondence and documentation, as needed
- Issues traffic citations; scans into appropriate computer program

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- Ensures compliance with all local ordinances and state laws
- Completes daily shift reports

**Supervision:**

- None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of law and police procedures and ability to apply that knowledge in handling assigned incidents
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel, )
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to understand and execute oral or written directions and to prepare clear and comprehensive reports
- Ability to maintain strict confidentiality of sensitive employee and organization information at all times
- Ability to maintain detailed accurate records and create and maintain databases
- Ability to obtain and record necessary information quickly and accurately
- Ability to meet and deal with the public with tact and diplomacy
- Ability to communicate effectively, verbally and in writing

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by two or more years of administrative or secretarial experience; or an equivalent combination of education, certification, training, and/or experience. Must possess a valid Pennsylvania driver's license.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

**PREFERRED QUALIFICATIONS:**

- None

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**PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station or extended periods of standing.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**SENSORY REQUIREMENTS:**

Some tasks require manual dexterity. Tasks require sound and visual perception and discrimination. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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The job description does not constitute an employment agreement between State College Borough and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date