



Parking and Transportation Job Summaries

Job Code	Job Title	University Job Summary
29416 29415 29414 29413 29412 29411	Director, Parking & Transportation	<p>Directors typically provide operational management for the university's parking, transportation and fleet management programs with shared-responsibility for planning, policy formation, and strategic implementation of programs or services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals through innovative new programs, services, or practices. Senior Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
29336 29335 29334 29333 29332 29331	Manager, Parking & Transportation	<p>Managers serve as operational managers responsible for one or more Parking and Transportation program's daily administration. They may be responsible for areas such as developing parking system standards; designing customer service programs; facilitating external relations and staff leadership. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine-to-complex issues independently. They typically report to a director or senior leadership.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
29326 29325 29324 29323	Supervisor, Parking and Transportation	<p>Supervisors provide oversight of daily operations of a small-to-medium team of Parking and Transportation staff. They may be responsible for areas such as deck operations, parking equipment maintenance, and/or transit services. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop</p>



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29322 29321		<p>processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as a resource for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Supervisors assume a higher level of responsibility and authority in compliance and legal matters.</p>
29313 29312 29311	Assistant Supervisor, Parking and Transportation	<p>Assistant Supervisors assist with the oversight of daily operations of a small-to-medium team of Parking and Transportation staff. They may be responsible for assisting in areas such as deck operations, parking equipment maintenance, and/or transit services. Assistant Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as a resource for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Assistant Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Assistant Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Supervisors assume a higher level of responsibility and authority in compliance and legal matters.</p>



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29916 29915 29914 29913 29912 29911	Administrator, Parking and Transportation	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as a resource to lower-level staff. Their decision-making has a significant impact on service delivery and student success. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision, although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
29216 29215 29214 29213 29212 29211	Parking and Transportation Dispatcher	<p>Parking and Transportation Dispatchers are responsible for entry-level dispatch duties for the conveyance of materials or passengers. Their work is routine in nature, requiring limited judgment and following a set of pre-established guidelines, processes and procedures. They may be responsible for designating vehicles according to factors such as length and purpose of trip, freight, passenger requirements, preference of user, or other factors; making accommodations for deliveries, service calls, and related activities. They work under general supervision and resolve routine issues while referring more complex problems to a higher level. They typically report to a supervisor or middle manager or in some areas may report to an administrator</p> <p>Senior Transportation Dispatchers possess greater knowledge of operational and technical tasks related to dispatching, distinguishing them from Transportation Dispatchers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
29026 29025 29024 29023 29022 29021	Transportation Operator	<p>Transportation Operators provide transportation services to the university. Their work is routine in nature, requiring limited judgment and following a set of pre-established guidelines, processes and procedures. Their typical duties may include performing manual labor for routine operation and maintenance of equipment and motorized vehicles; operating passenger transit units on fixed routes; transporting merchandise, materials and equipment to assigned destinations. They work under general supervision and resolve routine issues while referring more complex problems to a higher level. Transportation Operators typically report to a supervisor or middle manager on in some areas may report to an administrator.</p> <p>Senior Transportation Operators possess greater knowledge of operational and technical</p>



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		<p>tasks related to transportation, distinguishing them from Transportation Operators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
29016 29015 29014 29013 29012 29011	Parking and Transportation Customer Service Representative	<p>Customer Service Representatives provide customer service and operational support university wide. Their work is routine in nature, requiring limited judgment and following a set of pre-established guidelines, processes and procedures. They are typically responsible for serving as the primary contact for students, staff, and faculty who contact the university's parking and transportation operations communication center; providing accurate information to all patrons and associates to ensure efficient services and support; reviewing and notating accounts and responding to customer concerns, complaints, and inquiries. They may work independently or as part of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to a supervisor, senior/lead worker, or higher-level worker. Customer Service Representatives typically report to a manager or director.</p> <p>Senior Customer Service Representatives possess greater knowledge of operational and technical tasks related to Parking and Transportation Services, distinguishing them from Customer Service Representatives. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>