

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Parking Administrative Clerk

**BASIC FUNCTION:** Under supervision of the area Sergeant, performs a wide variety of public assistance and public information activities at a public services counter or on the telephone; reviews billing information in determining the status of accounts; and performs record-keeping functions; responds to public inquiries and complaints.

**PROVIDES WORK OR LEAD DIRECTION TO:** Short-Term employee(s) and/or Work Study student(s).

**REPRESENTATIVE DUTIES:**

1. Processes citations for District services, using a computer terminal to enter, log and retrieve pertinent information.
2. Answers inquiries and complaints regarding citations and payments received at public counter or over the telephone.
3. Prepares arbitration forms, schedules hearings and sends out notifications.
4. Prepares administrative reports as needed.
5. Checks on citations and determines current status.
6. Answers technical questions regarding fees, violations and other student-related issues.
7. Performs a variety of general clerical duties including, typing, filing and preparation of statistical reports.
8. Assists Special Events Coordinator/Sergeants in preparing viable parking plans for sporting events, annual commencement/graduations and other major events that require parking.
9. Prepares adjudication of first level reviews of parking citations for all three colleges, district office and off-site campuses.
10. Assists the Sergeant/Parking Manager with AQCM, county and district surveys, parking strategies and rideshare planning to meet annual compliance regulations.
11. Coordinates and schedules routine maintenance of parking dispensers.
12. Prepares directional signs for special events.
13. Processes incoming mail; mails semester parking permits; issues temporary parking permit to vendors and guests.
14. Assists with traffic control.
15. Participates in District-provided in-service training programs.
16. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
17. Performs other duties, related to the position, as assigned.

**EDUCATION:** Graduation from high school or GED equivalent.

**EXPERIENCE:** One year of generally related experience in an office which includes a significant degree of public contact is required.

**LICENSES/CERTIFICATIONS REQUIRED:** Certified as a Parking Administrative Clerk.

**KNOWLEDGE OF:** Basic computer skills and knowledge of Windows and Windows applications; and proper public contact and telephone conduct.

**ABILITY TO:** Communicate effectively, orally and in writing; respond to public inquiries, complaints and requests for service in a tactful, effective manner; operate an adding machine, typewriter, calculator and other office equipment; operate a computer terminal; learn and interpret District regulations and State laws relative to parking; and be cleared through the California Department of Motor Vehicles to retrieve confidential information.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

**CONTACTS:** Co-workers, traffic officers, students, vendors, and the general public.

**WORKING CONDITIONS:** Office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.