

PARKING SERVICES STUDENT ASSISTANT JOB DESCRIPTIONS

1.1.3 On-Call Event Student Assistant (Start Pay Rate: \$18.00)

Reporting to the Parking Services Manager or their designee, the On-call Event Student Assistant performs duties such as parking and safety coordination for campus special events. Working under direct supervision, the On-call Event Student Assistant directs guest, commercial and employee vehicles for orderly and efficient parking on campus property, and expedites safe flow of traffic with minimal congestion. Assistants may be subject to possible verbal abuse. Work hours are established by the Lead Parking Enforcement Officer. When event work hours are available, incumbents are required to work a minimum of 6 events per fiscal year.

Typical duties include, but are not limited to:

- Directs vehicles to parking in assigned lots
- Operates 2-way radio for communication with supervisors and co-workers.
- Provides information for guests to assist them while navigating in the parking facility.
- Direct and continuous contact with guests.
- Direct and continuous contact with co-workers, management and other departments.
- Setup/breakdown traffic control barricades/cones/pedestrian barriers
- Install traffic directional signage to provide wayfinding pathways for vehicles and pedestrians within parking facilities
- Remove old event signage from barricades/walls/walkways
- Provide general information and directions to the public.
- Other duties as assigned

Standard of Employment:

- **No felony conviction**
- Successful completion of a background check
- Minimum 18 years of age
- **Enrolled student at SJSU (currently) with minimum of 2 years left with the university (preferably as an Undergrad Freshman/Sophomore) and eligible for work-study**
- Require high school level reading, writing and mathematical abilities
- Ability to understand and carry out oral and written instructions.
- Ability to learn to operate enforcement related equipment, computers, and vehicles
- Ability to perform accurately in a detail-oriented environment
- Ability to handle multiple work priorities, organize and plan work and projects
- Ability to maintain confidentiality and appropriately handle sensitive communications
- Ability to quickly learn and apply a variety of state, federal, CSU, and SJSU policies and procedures
- Knowledge of and/or the ability to learn how to use applicable parking-related equipment and automated systems
- Strong oral communication skills
- Possess excellent customer service and public relations skills
- May be required to do a considerable amount of walking and climbing stairs in parking garages
- May also be required to do a varying amount of lifting, climbing, sitting, standing or walking during a shift
- May also be required to do a varying amount of bending, reaching, moving heavy objects and equipment
- Will be required to work outdoors and indoors during inclement weather
- May also have to deal with situations that are stressful and confrontational
- Will also be required to maintain certain appearance standards