



# POSITION DESCRIPTION

**Department:** University Police, Parking and Commuter Services  
**Working Title:** Commuter Services Coordinator  
**Job Code:** 1035  
**Time Base:** Full time  
**Position Number:** 00000679  
**Union / Unit (if applicable):** California State University Employee's Union (CSUEU) / Unit 7

**Position Reports To:** Director, PACS  
**Classification:** ASC I  
**Range Code:** 1  
**Exempt or Non-Exempt:** Non-exempt  
**Last Update:** 8-3-2022

**PURPOSE OF POSITION:**

Under general supervision of the Director, Parking and Commuter Services (PACS), incumbent facilitates sustainable transportation policy and program development, oversees all aspects of TDM programs by collecting data to evaluate transportation usage, forecasts long range planning for the program, serves to increase participation in sustainable transportation options, and is responsible for the administrative support functions and daily operations of Commuter services and programs. Incumbent will independently coordinate, implement, and evaluate assignments, duties, and projects of a varied and complex nature related to alternate modes of transportation to include: walking, bicycling, carpool, vanpool, car share, public transit, rideshare, micromobility, motorcycle programs, and all other emerging non-single occupancy vehicle alternate modes of transportation programs.

In addition, incumbent provides administrative support for the Commuter front counter. Incumbent will coordinate and oversee all Commuter service counter operations including providing lead direction of the Commuter front counter student employees.

**MAJOR RESPONSIBILITIES:**

	<u>% of Time</u>
1. Daily Operations	30%
2. Program Development	30%
3. Data Analysis	30%
3. Lead Direction	10%

**LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:**

**Daily Operations:**

- Full oversight of the day-to-day operations of the Commuter Services Front Counter including but not limited to: answering all incoming telephone calls, assisting walk-in Commuter program customers, maintaining a filing system that serves the needs of the business operations, maintains good working relationships with all University peers and is acutely aware of customer service and provides optimum customer service.
- Ability to navigate and generate AIMS, Peoplesoft, and other reports for program tracking, analysis, and reconciliation.
- Responsible for processing refund/payment requests, and tracking and ensuring all accounts are paid in a timely manner that pertain to Commuter programs.
- Serves as primary contact for customers with questions related to alternative modes of transportation.
- Uploads transit pass sales to appropriate portal.
- Reconciles transit pass sales and bike locker rentals/deposit refunds.
- Oversees operations, using independent judgment and sound time management techniques, to achieve timely response to internal and external customers.
- Serves as primary liaison for TDM programs, local transit agencies, and associated vendors and service providers.
- Serves as primary liaison between Commuter administration, and all PACS functions (Parking Adjudication, Parking Administration, Field, and Events), and the university community, including Planning, Design, and Construction, and the regional community.
- Promotes planning, cooperation and collaboration among PACS and throughout the campus.

- Foster relationships on campus and in our community to enhance our transportation system and programming.
- Evaluate Commuter Program equipment and make recommendations for maintenance, replacement, and/or additions.
- Maintains accurate content on website and communication throughout campus.
- Creates and maintains program guidelines and "how to" procedures.
- Monitors expenditures and projects costs for budget forecasting.
- Provides optimum customer service to all constituencies using tact, respect, and a collaborative approach in all customer business transactions.
- Coordinates with CSUSM Sustainability department on STARS report and sustainable transportation initiatives.
- Chairs Alternative Transportation Advisory Committee (ATAC).

#### **Program Development:**

- Responsible for alternative/sustainable transportation program development.
- Active representation of Parking and Commuter Services in the development review process for new buildings and existing building renovations to ensure transportation amenities are considered and included.
- Identify outreach opportunities, promotes awareness and coordinates educational programming: deliver presentations and coordinate Parking and Commuter Service's participation in outreach events, meetings, and orientations to promote alternative/sustainable transportation programs.
- Coordinate transportation-related events that have specific education outcomes and strong participation, focusing on CSUSM commuting and alternative/sustainable transportation programs.
- Increase participation in commuter carpooling initiative to reduce VMT and free-up available parking inventory.
- Encourage participation in ridesharing platforms.
- Recommend and execute marketing initiatives to meet business objectives, writing and editing marketing materials, providing and ensuring excellent customer service, and informing commuters about transportation services and options across a variety of channels (i.e., digital and print).
- Represent Commuter Services at Committee meetings with the City of San Marcos, SANDAG, North County Transit District, Palomar Community College, various other transit agencies, and any committees where an alternative/sustainable transportation is requested.

#### **Data Analysis:**

- Collects and analyzes alternative/sustainable transportation program participant data to evaluate usage and identify opportunities for improvement.
- Prepares statistic and service reports; completes monthly and annual evaluation of all programs.
- Researches data and trends for the purpose of forecasting and planning program enhancement and growth.
- Reads, analyzes, and interprets technical journals, reports, and legislative documents and anticipates their implications for alternative/sustainable transportation programs.
- Regularly polls other CSU campuses to ensure the campus is using Best Practices, benchmarking off the most successful programs.
- Coordinate for CSUSM Transportation Survey and analyze results for program improvement; provide relevant results for STARS report.
- Understand and operate one or more spreadsheet packages and on-line systems to enter data and generate reports as required for the successful operations of the Commuter Services side of Parking and Commuter Services.

#### **Lead Direction:**

- Provides lead direction for the Commuter service counter student employees including processing time-off requests, vacation requests, covering for absences, and securing service counter coverage with extended hours during certain peak times.
- Assigns special projects and establishes work responsibilities, standards, and expectations for the student employees.
- Responsible for effective administrative oversight skills in increasing productivity within Parking and Commuter Services.
- Responsible for on-going training and providing an environment of continuous learning opportunities for student employees.
- Responsible for building a sound customer-focused area to meet this responsibility in the Finance and Administrative Services division.

## PROVIDES LEAD DIRECTION OF OTHERS:

Service Counter Student Employees (up to 2)

## REQUIREMENTS OF POSITION:

### 1. List education and experience required

- Four (4) years of responsible administrative support experience required or equivalent combination of education and experience
- Valid California Driver's License.
- Successful completion of background investigation including DMV check and DOJ/FBI fingerprint check.

#### Preferred:

- Bachelor's degree
- Experience in an educational setting preferably within the CSU

### 2. List knowledge, skills, and abilities required for this position

- Full functional knowledge of standard office procedures and practices,
- Individual must be able to effectively analyze issues as they pertain to a service counter environment and be able to reach a fair and equitable resolution.
- Individual must maintain strict confidentiality due to working with personal information from students, faculty, staff, and public records and abide by outside agencies' rules of conduct and confidentiality.
- Extensive knowledge and expertise in ease of navigating in a wide variety of computer programs such as Microsoft Word, Excel, Internet platforms, Peoplesoft, Outlook, PowerPoint.
- Ability to respond to inquiries from regulatory agencies or members of the community.
- Ability to effectively present information - public speaking and written outreach materials.
- Ability to exercise sound judgment and tact in responding to employees.
- Excellent oral and written communication skills with the ability to concisely and accurately relay and obtain information, write correspondence, and compile and write reports.
- Knowledge of database entry and report design and extraction.
- Good computer skills and willingness to enhance skills and learn new software programs; ability to accurately enter information.
- Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Ability to prioritize work to meet established deadlines, and to solicit direction as needed.
- Ability to anticipate problems and address them proactively.
- Ability to develop and maintain good working relationships with campus community.
- Ability to interpret and apply campus and CSU policies and procedures, *preferred*.

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

- General Public      Respond to Commuter requests, relay information and answer questions.      Daily
- Campus      Respond to Commuter requests, relay information and answer questions.      Daily
- Financial      Resolve financial Commuter related matters.      Weekly
- Sister Campuses      Respond to survey inquiries      Annually
- Regional Transit Agencies      Billing/Reconciliation, route/process changes      Monthly or as needed

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting			X		
2. Standing		X			
3. Walking			X		
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling		X			

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying					
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms			X		
14. Repetitive use of legs			X		
15. Eye/hand coordination		X			

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Yes	No
X	
	X
X	

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing				X	
3. Using math/calculations			X		
4. Talking					X
5. Working at various tempos				X	
6. Concentrating amid distractions				X	
7. Remembering names			X		
8. Remembering details					X
9. Making decisions				X	
10. Working rapidly			X		
11. Examining/observing details					X
12. Discriminating colors		X			

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside			X		
2. Outside			X		
3. Humid	X				
4. Hazards		X			
5. High places	X				
6. Hot		X			
7. Cold		X			
8. Dry		X			
9. Wet		X			
10. Change of temp		X			
11. Dirty		X			
12. Dusty		X			

- 13. Odors
- 14. Noisy
- 15. Working w/others
- 16. Working around others
- 17. Working alone

X				
		X		
		X		
				X
	X			

**SIGNATURES**

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

**Employee:**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Supervisor:**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_