Guard Sergeant

Job Code 50032259

General Description
Responsible for supervising full time guards and student workers. Oversee operations and staffing in traffic control booths, parking enforcement, customer complaints, reserve parking assignments, campus security, motor assists, and found property.

Examples of Duties
Provide supervision for guards and student workers as assigned. Schedule personnel, maintain time sheets and coordinate duties and assignments.
Monitor the proper maintenance of assigned equipment, vehicles and facilities. Conduct daily inspections, check stock supplies, order supplies, and ensure the safe operation of equipment.
Assist with the performance of the duties of guards as required.
Supervise record keeping and reporting for all shifts.
Assist with strategic planning for department. Propose methods for improved procedures and services.
Listen to level one appeals in person and on the phone 20-25 per day. Make decision to dismiss ticket, reduce ticket, or refer individual.
Coordinate all special event and visitor/guest parking needs.

Knowledge, Skills, and Abilities
Knowledge of: university policies and procedures; definitions, enforcement and responsibilities surrounding university parking rules and regulations; the mechanics of booting a vehicle.

Skill in: establish rapport with the university community; work as a member of a team; interact with hostile individuals; negotiate with persons with opposing views.

Ability to: read and interpret documents; review and correct case reports; prepare clear, concise and grammatically correct case reports and documents; perform basic math.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills and abilities.

Other Requirements