1. Division: Student Affairs

2. Transaction Type: Establishment, Update, Reclassification, Transfer

3. Position Number: 20236

4. School/College: Public Safety (Police Department)

5. Department Number: 0320-000-62

6. Budget Entity:

7. Effective Date: (Personnel Use Only)

8. On-Call: 

9. Lead Worker: 

10. Class Code: 4206

11. Class Title: Program Assistant

12. City: Tallahassee

13. County: Leon

14. Subsection: Parking Services

15. Subsection: PRES

16. Subsection: NEW

17. Subsection: MARG

18. Describe in detail the specific duties and responsibilities assigned to this position. Identify Essential/Marginal functions. Essential Functions are those tasks or functions that are fundamental to the position. Marginal Functions are those tasks or functions that are performed by the incumbent, but are not necessary to the position. Attach additional sheets, if necessary, to properly describe the position. Duties and responsibilities should equal 100% of time.

% of Time Essential

30% Research all pertinent databases, manual files [pays, tows, appeals] and/or software systems to determine amount owed by the customer in a timely manner.

15% Serves as the desk/customer service representative for Parking Services; this includes, but is not limited to answering telephone, directing calls, and providing initial research for the student/customer and appropriate follow-up.

15% Assist with citations input, accounts receivable input and vehicle registration, payments, appeals, or tows, as required.

15% Assist in the filing of all documents relative to research, appeals and vehicle registration.

10% Maintains statistical data on customer service matters, i.e., number of calls, research requests and accounts receivable quick-post entries/records.

5% Enter RattlerCard ISO numbers for gated access on an annual basis and monitors metered gate activity on a monthly or as needed basis. Call for repair and maintenance on gates as needed.

5% Consult with supervisor on matters regarding the administrative policies and procedures.

5% Marginal: Performs other related duties as required by the supervisor, Director, Coordinator or designee for operational necessity.
Position # 20236

19. **Subordinates:** List class codes, official class titles, and position numbers for each position that reports directly to this position.  N/A

20. **Supervisor's Position Number:** 20014  Class Code: 0710  Class Title: Administrative Assistant.

21. **Working Hours:** a) Daily from ________ to ________  b) Total hours per week 40  c) Explain any variations in workweek, split shifts, on-call status, or rotations.
   Workweek hours may be adjusted periodically to accommodate major activities at the university and/or for shift shortages.

22. **Knowledge, Skills, and Abilities:** List specific knowledge, skills, and abilities required in this position. Use additional sheets, if necessary.
   Knowledge of office procedures & practices, basic filing procedures.
   Knowledge of basic Excel spreadsheet formulas.
   Knowledge of basic data gathering techniques.
   Skills in the use of computer software, calculators, standard office equipment, and data entry.
   Ability to communicate effectively verbally and in writing.
   Ability to follow written and verbal directives.

23. **Required Licenses/Certifications/Other Specific Requirements of Law:** Please review statements below check all that apply.
   ☑ This position requires a background check and/or fingerprinting, Florida Statues.
   ☐ This position requires a childcare provider security check as required under Sections 402.305 and 402.3055, Florida Statues.
   ☐ This position is responsible for meeting the requirements of Section 215.422, Florida Statutes, as amended regarding the approval and/or processing of vendors’ invoices and/or distribution of warrants to vendors.
   ☑ This position requires licensure, certification or other special requirements described below.
   Valid Florida Driver’s License

24. **Signatures:** I certify that the duties described are accurate and reflect the responsibilities officially assigned to the position and that any required licensure(s), certification(s) and/or other specific requirement(s) by law are so indicated.

Jessie Everett  
Name of Incumbent (Print)  Signature  Date

Muriel Payne Fisher  
Name of Immediate Supervisor (Print)  Signature  Date

John Kirby, Asst. Director  
James W. Lockley, Jr., Asst. Chief  
Name of Reviewing Authority (Print)  Signature  Date  
(Vice President, Dean, Director, Department Head or other administrative officer)

25. **University Personnel Relations Office Review:**

Director, University Personnel Relations  Date