

Services (S) Family

Jobs in the Service Family do not require a bachelor’s degree and, except for supervisors, are non-exempt from the Fair Labor Standards Act (FLSA). Positions noted with (UE) are represented by the United Electrical, Radio and Machine Workers of America, Local 267. Positions noted with (T) are represented by the Chauffeurs, Teamsters, Warehousemen and Helpers Union No. 597.

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Transportation Services Series

Positions in the Transportation Services Series provide the full range of routine to specialized assistance, information, coordination and oversight of campus transportation and parking service functions as well as operate campus shuttle buses and perform routine maintenance and repairs of vehicles, equipment and parking facilities.

Examples of work include: operate campus shuttle bus, serve as campus visitor lot attendant, provide lockout and jump start services, monitor campus parking facilities, maintain card access gate equipment, analyze parking utilization data.

Transportation Services Supervisor (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Transportation Services Series.

Job Family	Service
Series	Transportation Services
Job Code	6353
FLSA	Exempt
Union Status	

Job Overview

Provide operational oversight and coordinate functions in support of University transportation and parking services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Provide operational oversight and coordinate functions in support of University transportation and parking services; use judgment in prioritizing workflow and in applying methods and operational processes; evaluate, develop, and implement comprehensive

strategic plans to ensure maximum efficiency and effectiveness of services.

Serve as liaison with internal and external constituents related to parking and transportation operations, enforcement, regulations, and guidelines based on thorough knowledge of University policies and procedures; identify solutions and ensure consistency of internal and contractual access and utilization of facilities; oversee and provide leadership in coordination and provision of parking and transportation services, vehicle and equipment maintenance, and/or replacement.

Perform data management functions; maintain and analyze statistical data related to parking operations and enforcement, transportation services and inventory; provide reports and related documentation.

Perform assessment activities and provide specialized training related to transportation functions; monitor and ensure compliance with University policies, procedures and regulations.

Occasionally operate University vehicle on/off campus.

Participate in and may provide area safety training.

Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates.

Minimum Qualifications

Education and experience equivalent to:

Associate's degree in related field and three to five years' related experience required. Valid driver's license or ability to obtain and driver's check required

Protective Services Series

Positions in the Protective Services Series provide the full range of performance, coordination, and administrative oversight of enforcement, security and access functions and provide routine to emergency assistance to faculty, staff, students and visitors.

Examples of work include: Patrol University grounds and buildings, provide safety escorts, crowd and traffic control at various events, conduct investigations, respond to life and

property emergencies, maintain law enforcement presence at University functions, develop and implement special activity units.

Service Officer

This title is part of a career progression within the Protective Services Series consisting of Service Officer and Service Officer Supervisor.

Job Family	Service
Series	Protective Services
Job Code	6223
FLSA	Non-Exempt
Union Status	TM

Job Overview

Perform security/access activities and provide information and assistance in support of University protective services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Perform security/access activities and provide information and assistance in support of University protective services; monitor University grounds and buildings for illegal entry, security, safety and fire hazards, vandalism, theft, burglary, and suspicious activity; use judgement to respond to problems and request additional assistance following established guidelines.

Provide campus information and assistance to faculty, staff, students, and visitors using knowledge and understanding of University facilities, policies and procedures; provide safety escorts; enable access to classrooms, offices, and residence halls.

Provide crowd and traffic control at events, concerts, accidents, and other critical circumstances.

Coordinate removal of illegally parked vehicles and provide motor vehicle related assistance during designated times; issue traffic citations and warnings; complete forms and incident reports.

Participate in area safety training.

Operate University vehicle on/off campus.

Minimum Qualifications

Education and experience equivalent to:

High school diploma and one to two years' related experience required. Valid driver's license or ability to obtain and driver's check required. Lifting up to 25 lbs. occasionally.

Services Officer Supervisor

This title is part of a career progression within the Protective Services Series consisting of Service Officer and Service Officer Supervisor.

Job Family	Service
Series	Protective Services
Job Code	6353
FLSA	Non-Exempt
Union Status	

Job Overview

Coordinate and perform security/access activities and provide information and assistance in support of University protective services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Coordinate and perform security/access activities and provide information and assistance in support of University protective services; provide leadership, plan, assign and approve work and establish performance standards for service officer unit; use judgment in prioritizing work and applying methods.

Monitor University grounds and buildings for illegal entry, security, safety and fire hazards, vandalism, theft, burglary, and suspicious activity; respond to problems and request additional assistance following established guidelines.

Maintain working relationships with campus community. Provide campus information and assistance to faculty, staff, students, and visitors using thorough knowledge and understanding of University facilities, policies and procedures; provide safety escorts; enable access to classrooms, offices, and residence halls.

Coordinate removal of illegally parked vehicles and provide motor vehicle related assistance during designated times; issue traffic citations and warnings; complete forms and incident reports.

Oversee preparation of memos, directives and correspondence related to service officer team.

Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates

Assess operation training needs and arrange or conduct training.

Operate University vehicle on/off campus.

Minimum Qualifications

Education and experience equivalent to:

High school diploma and three to five years' related experience required. Valid driver's license or ability to obtain and driver's check required. Lifting up to 25 lbs. occasionally.

Police Officer Career Progression

NATURE OF WORK

POLICE OFFICER	POLICE OFFICER SENIOR
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Perform enforcement activities and provide routine and emergency assistance in support of University protective services	Perform administrative oversight of shift operations, enforcement, services and communications in support of University protective services
Use judgment in applying security measures within established guidelines	Use judgment in prioritizing workflow and applying operational and organizational processes

Expertise

POLICE OFFICER	POLICE OFFICER SENIOR
Identify and investigate suspicious activity, safety and fire hazards and other incidents/complaints	Oversee designated shift operations; develop and implement service/police officer assignments and schedules
Conduct investigations of felonies, misdemeanors, motor vehicle incidents and University policy violations; may perform follow-up activities	Provide leadership in investigating criminal activity and monitoring progress; develop and implement special activity units specific to criminal activity trends and/or incidents
Prepare written reports, affidavits, warrants and memoranda	Assist in or coordinate effective and efficient implementation of services, routine patrols, emergency responses, service operations, dispatch activities and security for special events; may conduct organizational assessments
Respond to life and property emergencies; evaluate situation and notify emergency support personnel	Respond to critical requests for information and emergency situations; provide leadership in problem resolution
Use general knowledge and understanding of internal and external regulations, policies, procedures, local, state and federal laws	May assist in development of operating budgets, policies and procedures
Operate a University vehicle on/off campus	Use thorough knowledge and understanding of internal and external regulations, policies, procedures, local, state and federal laws

N/A	Operate a University vehicle on/off campus

Interaction

POLICE OFFICER	POLICE OFFICER SENIOR
Serve as liaison with University community	Serve as liaison with internal and external community and University governance organizations related to crime prevention, safety, training, orientation and evaluation of new or probationary employees
Provide individual and group instruction on law enforcement issues, personal safety and crime prevention	Interpret department and University policy
N/A	May develop and implement orientation and ongoing training programs for staff; recruit and monitor performance
N/A	Provide individual and group instruction on law enforcement issues, personal safety and crime prevention

Supervision

N/A	Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates
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Conditions

<p>Danger; perform self-defense measures</p> <p>Elements, weather</p> <p>Emotional/stressful situations</p>

Minimum Qualifications

Associate's degree, one to two years' specialized experience, and certification by the Vermont Criminal Justice Training Council within probationary period required	Associate's degree in a related field, two to six years' specialized experience and certification by the Vermont Criminal Justice Training Council within probationary period required
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Physical examination, written examination, psychological evaluation, and background investigation required pursuant to Rule 32 of Vermont Criminal Justice Training Council	Physical examination, written examination, psychological evaluation and background investigation required pursuant to Rule 32 of Vermont Criminal Justice Training Council
Valid Vermont driver's license or ability to obtain and driver's check required	Valid Vermont driver's license or ability to obtain and driver's check required

Police Officer

This title is part of a career progression within the Protective Services Series consisting of Police Officer and Police Officer Senior.

Job Family	Service
Series	Protective Services
Job Code	6203
FLSA	Non-Exempt
Union Status	TM

Job Overview

Perform enforcement activities and provide routine and emergency assistance in support of University protective services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Perform enforcement activities and provide routine and emergency assistance in support of University protective services; use judgment in applying security measures within established guidelines; maintain visible foot, bike, and vehicle patrols of University property and strategic surrounding areas to deter criminal activity; identify and investigate suspicious activity, safety and fire hazards, and other incidents/complaints; maintain law enforcement presence at University functions and for departments.

Conduct investigations of felonies, misdemeanors, motor vehicle incidents, and University policy violations based on a comprehensive knowledge and understanding of internal and external regulations, policies, procedures and local, state, and federal laws; may perform follow-up activities; prepare written reports, affidavits, warrants, and memoranda.

Respond to life and property emergencies; evaluate situation and notify emergency support personnel; perform self defense measures.

Serve as liaison with University community; provide individual and group instruction on law enforcement issues, personal safety, and crime prevention; participate in area safety training.

Operate University vehicle on/off campus.

Minimum Qualifications

Education and experience equivalent to:

Associate's degree, one to two years' specialized experience required and certification by Vermont Criminal Justice Training Council within probationary period required. Physical examination, written examination, psychological evaluation, and background investigation required pursuant to Rule 32 of Vermont Criminal Justice Training Council. Valid driver's license or ability to obtain, and driver's check required.

Policer Officer Senior

This title is part of a career progression within the Protective Services Series consisting of Police Officer and Police Officer Senior.

Job Family	Service
Series	Protective Services
Job Code	6293
FLSA	Non-Exempt
Union Status	

Job Overview

Perform administrative and functional oversight of shift operations, services and communications and/or perform enforcement activities in support of University protective services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Perform administrative and functional oversight of shift operations, services and communications and/or perform enforcement activities in support of University protective services; use judgment in prioritizing workflow and applying operational and organizational processes; oversee designated shift operation functions ensuring consistency and compliance with departmental guidelines; develop and implement service/police officer assignments and schedules; may assist in development of operating budgets, policies, and procedures; may perform recruitment and monitor employee performance.

Provide leadership in investigating criminal activity and monitoring progress; develop and implement special activity units specific to criminal activity trends and/or incidents based on a thorough knowledge and understanding of internal and external regulations, policies, procedures and local, state and federal laws; coordinate and/or perform implementation of services, routine patrols, emergency response, service operations, dispatch activities, and security for special events; may conduct organizational assessments.

Respond to critical requests for information and emergency situations; provide leadership in problem resolution; perform self defense measures.

Serve as liaison with internal and external community and University governance organizations related to crime prevention, safety, training, orientation, and evaluation of new or probationary employees; interpret department and University policy; may develop and implement orientation and ongoing training programs in compliance with University and statutory requirements; provide individual and group instruction on law enforcement issues, personal safety, and crime prevention; participate in area safety training.

Operate University vehicle on/off campus.

Provide administrative supervision to University staff and functional supervision to designated employees and/or affiliates.

Minimum Qualifications

Education and experience equivalent to:

Associate's degree in related field, two to six years' specialized experience, and certification by the Vermont Criminal Justice Training Council within probationary period required. Physical examination, written examination, psychological evaluation, and background investigation required pursuant to Rule 32 of Vermont Criminal Justice Training Council. Valid driver's license or ability to obtain and driver's check required.

Transportation Services Series

Positions in the Transportation Services Series provide the full range of routine to specialized assistance, information, coordination and oversight of campus transportation and parking service functions as well as operate campus shuttle buses and perform routine maintenance and repairs of vehicles, equipment and parking facilities.

Examples of work include: operate campus shuttle bus, serve as campus visitor lot attendant, provide lockout and jump start services, monitor campus parking facilities, maintain card access gate equipment, analyze parking utilization data.

Transportation Enforcement Supervisor – Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Service Family.

Job Family	Service
Series	Transportation Services
Job Code	6273
FLSA	Non-Exempt
Union Status	

Job Overview

Supervise Parking Services Officers and parking enforcement operations, coordinate parking services and related outreach activities, in support of University parking enforcement services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Supervise Parking Services Officers and parking enforcement operations, coordinate parking services and related outreach activities, in support of University parking enforcement activities Supervise day-to-day operations of parking enforcement function including work assignments, quality control processes and staffing.

Maintain inventory of transportation related materials, repair and equipment. May assist with equipment repairs.

Ensure training of staff and adherence to department procedures and quality expectations based on established policy, procedure, and protocol. Issue citations, assist motorists, provide traffic control, event staffing and cash collection. Rule on citation appeals. Develop procedures and maintain a procedure manual for parking operations.

Develop plans for special events which may include re-designation or re-allocation of parking space, placement of special needs parking and signage with supervisor. Work with traffic technicians within the community to plan for re-routing of campus vehicle routes. Disseminate information to drivers on all shifts and to the public as needed to ensure continuity of service.

Coordinate staffing assignments to assure events are staffed appropriately. Oversee database management tasks related to parking citations. Serve as department representative/facilitator at Traffic Board of Appeals meetings.

Collaborate with campus departments to determine the impact of construction projects on campus traffic and parking facilities. Work to resolve conflicts that arise with parking and traffic conditions.

Monitor trends, propose necessary policy modifications and provide strategic planning input. Collect and utilize related data to improve operations and processes.

Compose and distribute individual and campus wide communications pertaining to enforcement and parking options, including website, email, social media, printed media, phone information, and presentations to groups.

Train new employees in all aspects of their work. Provide input on staff performance.

Participate in area safety training.

Minimum Qualifications

Education and experience equivalent to:

High School diploma and three to five years related experience to include supervision required. Knowledge of and ability to use basic hand tools, basic writing skills and good interpersonal skills desirable. Valid driver's license and Commercial Driver's License (CDL) or ability to obtain both and driver's check required. Initial and continued employment dependent on satisfactory results of alcohol and drug testing. (CDL) or ability to obtain both and driver's check required. Initial and continued employment dependent on satisfactory results of alcohol and drug testing.

Shuttle Driver – Job Standard (Alternate Career Progression)

This job standard may be part of one or more career progressions within the Service Family.

Job Family	Service
Series	Transportation Services
Job Code	6233
FLSA	Non-Exempt
Union Status	UE

Job Overview

Operate campus passenger shuttle bus and provide routine assistance in support of transportation and parking services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Operate campus passenger shuttle bus and provide routine assistance in support of transportation and parking services; pick up and drop off passengers following detailed and established guidelines and schedules; ensure passenger comfort and safety.

Perform activities related to vehicle handling; operate mechanical and manual lifts; inspect and clean vehicles for motor vehicle pool; refuel and monitor fluid levels and tire pressure.

Provide information and assist faculty, staff, students, and visitors related to shuttle schedule and University locations.

Perform projects related to transportation and parking services; install signs and paint curbs; assist with data collection.

May provide jump-start services for vehicles on campus.

Participate in area safety training.

Minimum Qualifications

Education and experience equivalent to:

High school diploma and two years' specialized experience required. Valid driver's license and Commercial Driver's License (CDL) or ability to obtain both and driver's check required. Initial and continued employment dependent on satisfactory results of drug and alcohol testing.

Transportation Services Career Progression

NATURE OF WORK

Perform routine campus parking operation functions in support of University transportation and parking services	Perform routine and specialized campus parking operation functions in support of University transportation and parking services	Coordinate and perform routine and specialized campus parking operation functions in support of University transportation and parking services
Use detailed and established guidelines	Use judgment in prioritizing work tasks within established guidelines	Use judgment in prioritizing work and in applying methods

EXPERTISE

Collect visitor parking fees; complete department charge authorization cards; prepare cash deposits	Collect parking meter revenue and empty change machines	Assist in or coordinate special event, temporary or rerouted parking
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Maintain inventory and supplies	Perform minor mechanical adjustments to meters; maintain, repair and replace parking related equipment	Perform repairs, maintain card access, gate equipment and parking meters and perform routine maintenance on department vehicles
Provide filing and data entry support	Perform parking enforcement functions	Maintain inventory and coordinate parking related equipment, signs and gate access mechanisms
May perform parking enforcement functions	Serve as substitute Shuttle Driver	Perform, oversee and provide instruction related to parking enforcement functions
N/A	N/A	Serve as substitute Shuttle Driver.
N/A	N/A	Operate University vehicle on/off campus

INTERACTION

Serve as attendant in visitor lot, issue parking passes and provide campus information	Serve as liaison and provide campus information and assistance	Serve as liaison with campus constituents related to parking operations equipment, regulations and guidelines
Use general knowledge of University facilities and procedures.	Assist in identifying appropriate parking based on current permit requirements	Provide leadership in coordination and provision of parking related services, equipment maintenance and/or replacement
N/A	Serve as lead in traffic control for special	Use comprehensive knowledge of University facilities and procedures

SUPERVISION

N/A	N/A	Provide functional supervision to designated employees and/or affiliates
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CONDITIONS

N/A	Lifting of up to 70 lbs. occasionally	Lifting of up to 70 lbs. occasionally
N/A	Alcohol and drug testing	Alcohol and drug testing

MINIMUM QUALIFICATIONS

High School Diploma Required	High school diploma and up to one year experience required	High school diploma and two years related work experience required
High School Diploma Required	Valid Vermont driver's license or ability to obtain, and driver's check may be required	Valid Vermont driver's license and Commercial Driver's License (CDL) or ability to obtain both and driver's check required
High School Diploma Required	Specialized certification may be required	N/A

Transportation Services Officer (UE) – Job Standard

This title is part of a career progression within the Transportation Services Series consisting of Transportation Services Officer, and Transportation Services Coordinator.

Job Family	Service
Series	Transportation Services
Job Code	6263
FLSA	Non-Exempt
Union Status	UE

Job Overview

Perform routine and specialized campus parking operation and enforcement functions on foot, bike or operating University vehicle in support of University transportation and parking services.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Perform routine and specialized campus parking operation and enforcement functions in support of University transportation and parking services; use judgment in prioritizing work tasks within established guidelines; collect parking meter revenue and empty change machines.

Serve as liaison and provide campus information and assistance based on comprehensive knowledge of University facilities and procedures; assist faculty, staff, students, and visitors in identifying appropriate parking based on current permit requirements; provide lockout and jump-start services to vehicles on campus; serve as lead in traffic control for special events to include athletic events and concerts.

Perform minor mechanical adjustments to parking meters; maintain, repair, and replace parking related equipment to include traffic control and safety devices such as gates and signs; paint curbs and lots.

Perform parking enforcement functions; patrol campus parking facilities on foot, bike or in University vehicle; ensure compliance with University regulations; issue citations using computerized system and coordinate vehicle towing.

Participate in area safety training.

Minimum Qualifications

Education and experience equivalent to:

High school diploma and one year related experience required. Valid driver's license or ability to obtain both and driver's check required. Lifting of up to 70 lbs. occasionally. Initial and continued employment dependent on satisfactory results of drug and alcohol testing.

Transportation Services Coordinator (UE) – Job Standard

This title is part of a career progression within the Transportation Services Series consisting of Transportation Services Assistant, Transportation Services Officer, and Transportation Services Coordinator.

Job Family	Service
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Series	Transportation Services
Job Code	6232
FLSA	Non-Exempt
Union Status	UE

Job Overview

To coordinate and plan for implementation of transportation operation-related functions, with supervision from designated supervisor.

Typical Functions

The duties listed are not all-inclusive. Duties assigned to individual employees may vary.

Provide functional supervision of Transportation Services operations staff during routine assignments and special events to ensure productivity, consistency, and accuracy of work. May reassign driver routes and equipment or assign staff as substitute shuttle drivers as necessary.

Maintain inventory of transportation related materials, repair and equipment. May assist with equipment repairs.

Ensure training of staff and adherence to department procedures and quality expectations based on established policy, procedure, and protocol. Issue citations, assist motorists, provide traffic control, event staffing and cash collection. Rule on citation appeals. Develop procedures and maintain a procedure manual for parking operations.

Develop plans for special events which may include re-designation or re-allocation of parking space, placement of special needs parking and signage with supervisor. Work with traffic technicians within the community to plan for re-routing of campus vehicle routes.

Disseminate information to drivers on all shifts and to the public as needed to ensure continuity of service.

Coordinate staffing assignments to assure events are staffed appropriately. Oversee database management tasks related to parking citations. Serve as department representative/facilitator at Traffic Board of Appeals meetings.

Collaborate with campus departments to determine the impact of construction projects on campus traffic and parking facilities. Work to resolve conflicts that arise with parking and traffic conditions.

Monitor trends, propose necessary policy modifications and provide strategic planning input. Collect and utilize related data to improve operations and processes.

Compose and distribute individual and campus wide communications pertaining to enforcement and parking options, including website, email, social media, printed media, phone information, and presentations to groups.

Train new employees in all aspects of their work. Provide input on staff performance.

Participate in area safety training.

Minimum Qualifications

Education and experience equivalent to:

High school diploma and three years related work experience required. Knowledge of and ability to use basic hand tools, basic writing skills and good interpersonal skills desirable. Valid driver's license and Commercial Driver's License (CDL) or ability to obtain both and driver's check required. Initial and continued employment dependent on satisfactory results of alcohol and drug testing.