The following document contains important guidelines and procedures in relation to the student parking attendant position at Valley City State University. The review of these guidelines and procedures is mandatory before beginning employment with the Facilities Services Department. For questions concerning this document, contact your supervisor.
Welcome to the Facilities Services Department!

This handbook was developed to serve as a training manual for your position and as a reference guide for day-to-day questions. This handbook will explain the general tasks and procedures you need to know for this job and answers many commonly asked questions.

Your Job
The Facilities Services Student Parking Attendant position is an undergraduate student employee working with the Facilities Services and Parking Offices to maintain order in the campus parking lots through monitoring and assigning citations as necessary. May be asked to assist with monitoring parking lots for campus events.

Your Supervisor
The Facilities Services Office Manager/Safety Coordinator directly supervises this position. Many of your tasks will be assigned by your direct supervisor, but you may be asked to help the Event Coordinator, Assistant Director, or Director.

Any questions or complaints you have concerning your job should be directed to your direct supervisor.
Policies

Attire and Personal Conduct
The Facilities Services Department is a casual office. There are, however, a few standards for dress and conduct that you will need to follow.

Your appearance should reflect the fact that you are working in a visible role in a high-traffic professional office. Essentially, that means that you should be clean and presentable. Jeans and t-shirts are acceptable attire, just be sure they are not worn out (torn, frayed, holes, etc.). Clothing should not display offensive or obscene images/messages. When performing outdoor responsibilities, you are expected to wear the proper clothing to protect yourself from the elements.

The same level of professionalism should be applied to your conduct within the department. Remember to speak politely and be as helpful as possible when interacting with an individual. If you feel that someone is being rude to you, please direct that person to a staff member.

Personal Phone Calls
We understand that there may be times when you need to make a personal phone call while at work. If you make such a call while in the office, please go to a private location and keep the call brief.

Illness
Please do not feel it necessary to come in to work on days that you are not feeling well. We neither expect nor want you to show up on these days. Take the time to recover at home so you do not pass your illness on to your co-workers. You are, however, expected to let us know through email or text, before your shift begins that you will not be coming in to work due to illness.

Lateness/Absence
If something unexpected keeps you from arriving to work on time, please notify the office as soon as possible that you will be late. If you know ahead of time that on a specific day you would like to be late, please discuss this with your direct supervisor.

School Related Lateness/Absence
We understand that there may be certain times of the year when school responsibilities will monopolize your time, making it difficult to make it in to work. If you anticipate situations like these, please discuss with your direct supervisor ahead of time. Remember
that school is your top priority and we will work with you on making your hours work with your school obligations.

**School Work**
Student parking attendants are permitted to do school work in the office under the following circumstances:
- All regular, daily tasks are completed
- Your direct supervisor has no other assignments for you (you need to ask for additional tasks)
- If a task is assigned to you while you are working on school work, that task needs to take priority

Please remember that you are being paid to do work for the department and doing school work in the office is a last resort.

**Confidentiality**
There are times that you will be handling confidential material. When working with confidential documents, remember the following:
- Keep all documents out of public view (do not leave them on the front desk or counter or other unattended areas)
- Do not discuss these documents with anyone besides FS Office Staff
- Don’t hesitate asking questions concerning confidential documents with your direct supervisor

**Timesheets and Paychecks**
Paper timesheets are due by 11am on the day following the end of a pay period. You are responsible for filling out your timesheet accurately. There will be consequences for falsifying records. Remember to sign your timesheet before turning it in to your direct supervisor.
Job Responsibilities

- Knowledge of campus parking lots, locations and regulations.
- Monitor campus parking lots and enforce Parking Regulations by citing vehicles in violation.
- Cite vehicles using a handheld device.
- Collect photo evidence of some violations and transfer to supervisor(s).
- Report lot maintenance and sign repair needs to supervisor(s).
- Maintain confidentiality.
- Performs other duties as required or assigned pertinent to the position.
- Must be a positive role model on and off the job.
- Must know and abide by all University rules and regulations.
- Must maintain a positive attitude toward the position.

Parking Duties
There are several parking duties that are the responsibility of the Student Office Assistant. Follow these instructions (passwords will be provide during training):

**Voiding a Citation in T2Flex**
1. Login in to T2 Flex website
2. Open/login to cash drawer (VCSU Drawer 1)
3. Search by person, citation # or license plate
4. If there is a linked customer, go to #4. If not and you know the customer: Select search and then enter the ID# or name. (For voiding visitor citations, you will NOT need to enter customer information)
5. Select “remove” (customer) → finish
6. Select “Void Citation” on the left hand sign of the screen. Select a reason [excuse card, visitor, officer error, void] → save
7. You will need to reset the customer by selecting set → save

**Transferring files from the handheld to the computer using HCS**
1. Launch the HCS program (shortcut located on the desktop). The program will automatically start making updates to the Flex server.
2. While the update files are being transferred, turn on the handheld and exit out of T2Flex.
3. Once you are on the main screen, you will see a Bluetooth icon in the lower right hand corner. Select this icon- it will open to a dropdown menu → select “Bluetooth LAN access.
4. Clear out the User Name and select “OK” at the next screen select “Select”.
5. Next open T2 Flex in the main dropdown menu (under “Start)
6. Enter password (58072)
7. Select “Communications (Upload/Download)
8. Select “Start”
9. Communication will then begin between the handheld and the computer. Files will automatically be transferred. The program will close out when it is finished uploading.

**Running the NOF Report**

1. Login in to T2 Flex website
2. Select “Reports” icon
3. Category → Citations; Report Name → NDUS Unassigned Citations Sorted by Plate
4. Select Next
5. Enter Citation Issue Date and End Date. Select “VCSU”.
6. Export to Excel.
7. Save and email report to Facilities Services Office Manager.
8. You will receive the report back with addresses and owners matching the plate. Link these vehicles with the owner by searching by name or address.

**Linking a Customer with Vehicle/Citation**

1. Enter the citation or vehicle information.
2. Under “Customer”, select “Link”.
3. Search by customer name or emplid.
4. Select “Owner” or “Driver”. Check “Assign All Unassigned Citations”.

**Creating a Citation**

1. Login in to T2 Flex website
2. Select “Create” icon → Insert Citation
3. Enter given citation information → Next
4. Enter any other information needed → Save

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**Closing Statement**

We are a laid back and fun department, but it is still important to remember that this is a professional office and you must do your part in maintaining this atmosphere. Follow directions from your direct supervisor and ask questions when you are unsure of a procedure. We look forward to having you as part of our team!