

**Card Office/Parking Services Representative**

**Campus Card Office**

St. Edward’s University of Austin, Texas invites applications for the position of Card Office/Parking Services Representative. The Card Office/Parking Services Representative is responsible for providing superior customer service to St. Edward’s University (SEU) students, faculty, staff and visitors regarding issues related to SEU ID’s as well as parking and transportation matters. This position reports to the University Operations Systems Manager.

For consideration, this position requires a High School diploma and at least two years’ experience working in a data management system for customer service, retail, security, or similar systems. A college degree is preferred but not required if the applicant meets or exceeds the requisite work experience requirement.

**Essential Responsibilities**

* Have a working knowledge of the various systems, or other similar systems, the University utilizes for the issuance of on campus parking permits and parking enforcement on campus.
* Assist faculty, staff, students, and visitors with parking information, permits and citations. Including the research of parking accounts and resolution of issues, if any.
* Knowledge of NuPark, Park ATX, Transact, and Barnacle,
* Assist the parking enforcement officer/UPD in the identification of vehicles that need an advisory, citation or Barnacle.
* Develop and conduct educational outreach efforts to the campus community about Park/Card Office services and requirements.
* Develop and maintain a thorough knowledge of all university parking and traffic regulations, parking lot designations on campus as well as all office policies and procedures.
* Assist university offices and departments with the creation of parking permit registration links for events on campus.
* Oversee and manage the StudentCourt of Appeals according to documented procedures.
* Document and organize City of Austin municipal citations written by University Police until tickets are transferred to downtown. Order ticket books when inventory is low.
* Assist with Card Office duties such as: printing identification cards, basic maintenance of card printing software and hardware, loading of Mobile Credentials, issuing Resident bus passes, and the sale of and issuing of Commuter bus passes.
* Process deposits of Hilltopper Card Office transactions through three different deposit processes; 1) Card Office register, 2) Nupark online sales, and 3) Passport hourly parking sales.
* Must be able to learn and understand the University’s access control system, Transact Campus. This will allow the position to assist in door management of access points on campus that are within the system.
* Oversee and manage the university switchboard and train Hilltopper Card office student workers/interns in switchboard protocols. Inventory confiscated bikes and scooters from off campus vendors and accept payment for release of items.
* Provide lost and found services for the University community through the Hilltopper Card Office.
* Manage all student workers and interns.
* Update the emergency contact list.
* Other job-related duties as assigned.

***For detailed information, please scroll to the bottom of the page to download the job description.***

**The University offers an excellent TOTAL REWARDS package!**

*Medical & Rx Coverage – UMR (HSA & FSA Available)*

*Dental – Sunlife Dental*

*Vision – Sunlife Vision Plan*

*Short Term Disability (STD) Insurance*

*Long Term Disability (LTD) Insurance*

*Life & Accidental Death & Dismemberment (AD&D) Insurance*

*Employee Assistance Program (EAP)*

*Pet Insurance*

*Annual Leave & Paid Sick Leave*

*Retirement Plan – (TIAA) Employee 5%/Employer Match 7%*

*Tuition Benefits*

*Paid Holidays*

*Services & Discounts*

**HOW TO APPLY**

Interested applicants should submit an online application at; <https://stedwards.applicantpro.com>. Please include ***resume, cover letter, and three employment references***. No Calls Please. Applications will not be considered if it is missing any of these three items.

***In your cover letter, please describe your lived experiences that prepare you to contribute to diversity and inclusion at St. Edward's University?***

**EQUAL OPPORTUNITY EMPLOYER:**

St. Edward's University, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, or veteran status in employment, educational programs and activities, and admissions.

**ABOUT ST. EDWARD'S UNIVERSITY**

Founded in 1885 by the Congregation of Holy Cross, St. Edward's University is a private, Catholic liberal arts institution of more than 4,600 diverse students located in Austin, Texas.  St. Edward's emphasizes critical thinking and ethical practices, as well as small classes, personalized learning and exciting internship opportunities.  The community atmosphere extends to the approximately 800 faculty and staff who work together to make the university a welcoming yet challenging environment for students.  An overview of St. Edward's University employee benefits is available at; <https://www.stedwards.edu/human-resources/benefits-summary>

**Sponsorship:**

We are not offering sponsorship at this time.

**Background Checks:**

A criminal history background check is required for finalist(s) under consideration for this position.

Reference #: J202016954
Available: Immediately