

**POSITION DESCRIPTION**  
**SPECIAL EVENT – LTE**  
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**POSITION SUMMARY**

Under general supervision, this position will staff parking lots during football, basketball, hockey, WIAA and concerts in addition to miscellaneous events. A general knowledge of Transportation Services permit policies and procedures is required. The position requires the ability to communicate and the ability to establish and maintain an effective working relationship with UW Faculty/Staff, Administrative Officials and the general public. Good problem solving skills are a must.

The University of Wisconsin – Madison, Facilities Planning and Management Division of Transportation Services is committed to the highest standard of customer relations principles for its customers, fellow staff members, students and visitors. Staff will serve as role models by practicing exemplary behaviors when working with customers and fellow staff members.

**95% A. STAFF THE SPECIAL EVENTS PARKING LOTS AS ASSIGNED.**

1. As a special event staff member, control the campus parking lots for events including WIAA, football, hockey, basketball and concerts. This individual may work independently during events and will provide assistance to customers at the event parking lots. Clear directions need to be given to customers to ensure they understand where they should park
2. Monitor the lots for usage and available space.
3. Advise the Event Manager on needed changes and problems related to event.
4. Ensure timely arrival according to contracts and lot enforcement times to assigned lots.
5. Ensure lots are set up according to the instruction books and that adequate/correct equipment was taken to each lot.
6. Communicate by radio as needed during the event using a professional manner.
7. Ensure fleet vehicles are driven responsibly and returned to fleet or to the warehouse lot as per instructions by event manager.
8. Meet at the start of each event to receive detailed instructions, fleet keys, radios, start cash, permits and ask questions as they arise.
9. Use good judgement when dealing with event customers.
10. Collect and return when asked with all supplies that need to be turned in after an event.
11. Handle large sums of cash during events. Collect from customers, count and fill out cash slips according to directions. Cash accuracy is expected.
12. Ensure maintenance and organization of the lot equipment. Report any malfunctions or damage of equipment to supervisor.

**5% OTHER DUTIES AS ASSIGNED BY SPECIAL EVENT MANGER.**

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

1. Effective written and oral communication and human relations skills.
2. Ability to handle difficult customer situations with appropriate conflict resolution skills.
3. Ability to learn and enforce UW-Madison Transportation Services policies, procedures, and practices.
4. Ability to interact with external customers (visitors) and outside groups, e.g. Madison Metro, WIAA, CUNA, Banker's Association, and Drum Core International (DCI).
5. Well-developed abilities in the following: organizational skills, tact, judgment, confidentiality and independent decision making.
6. A thorough knowledge of the Madison campus and public parking areas and various types of parking permits issued such as daily and weekly permits.
7. Maintain a professional and service-oriented relationship with customers and co-workers.
8. Must possess good communication and interpersonal skills and exercise a strong sense of priority and time management.
9. Must present a neat, clean appearance at all times while following dress policies of the department.

**SPECIAL REQUIREMENTS**

1. Must be available to work evenings and weekends when the special events are scheduled. This often involves working outdoors under adverse weather conditions.
2. **Must have a valid Wisconsin driver's license and meet the Risk Management requirements.**
3. Must be able to stand and walk for an eight-hour shift and have the ability to lift and carry thirty (40) pounds.
4. As cash handling is part of this position, a criminal background check will be performed
5. Must possess the ability to perform in high- pressure situations and make decisions in a professional manner while demonstrating customer service skills.