A. IDENTIFICATION

Position Title: Coordinator, Traffic Enforcement
Department: Campus Safety & Security Services
Position Reports To (Title): Manager, Traffic Safety
Date: July 31, 2017

B. POSITION SUMMARY

Reporting to the Manager, Traffic Safety, the Coordinator, Traffic Enforcement, oversees parking enforcement operations and assists with the coordination and delivery of traffic safety programs. The Traffic Enforcement Supervisor conducts liaison with the Community Safety Security Supervisors regarding the daily status of parking enforcement, special events, and related traffic safety/security issues with a common goal of enhancing public safety and supporting University operations. The Coordinator, Traffic Enforcement also acts as an Incident Commander during severe weather and emergency events in conjunction with other Campus Safety & Security Services team members.

C. DUTIES AND RESPONSIBILITIES

Provides direct leadership to contract personnel and Student Campus Safety Program (SCSP) members performing a variety of duties related to the enforcement of campus fee-based parking, and the delivery of traffic safety programs, in accordance with departmental Standard Operations Procedures (SOP) and University policy; enforces traffic and parking regulations in accordance with University policies; and provides advice and recommendations on improvements to the Program Manager, Traffic Safety.

Works in concert with Security Supervisors to ensure that parking enforcement operations compliment security patrol operations, and to establish a liaison as it relates to special events, roadway constructions and related traffic safety/security issues.

As delegated, provides leadership to staff responsible for issuing violation notices and vehicle impounding in accordance with University policies and regulations. Provides direction and advice on the interpretation and application of University policy AD1.03 as it relates to the provincial University Act.

Attends the scenes of motor vehicle accidents and makes immediate decisions regarding emergency response, ensuring the safety of responders, bystanders and patients. Works with emergency responders to preserve life safety. Conducts accident investigations for review by campus partners and law enforcement agencies, and monitors investigations conducted by others for procedural accuracy.

Conducts patrols of roadways to assess safety conditions, and makes recommendations to the Manager, Traffic Safety regarding changes to roadway markings, signage and fire lane access.

Conducts patrols of parking areas for quality control of services provided by contract and student staff assigned to parking enforcement programs to ensure compliance with the contractor Service Agreement and University policy, making recommendations for improvement to the Manager, Traffic Safety.
Reviews documentation pertaining to impounded vehicles for accuracy and completeness in accordance with University policy and departmental SOP, makes recommendations to the Manager, Traffic Safety for improvement and returns incomplete or inaccurate documentation to the issuing officers for corrections.

Coordinates contract personnel and student staff tasked with the security and retrieval of revenue from Ticket Vending Machines (TVM), and provides training and advice as it relates to best practices regarding TVM asset protection.

Coordinates the uploading of information to parking handheld devices and data entry into parking management software to facilitate accurate information to fulfill enforcement duties.

Reviews statistics regarding parking violation notices and impounds, identifies trends in violations, determines factors and provides such information to the Manager, Traffic Safety for review.

Provides leadership and direction to SCSP staff involved in speed radar and parking enforcement programs to ensure compliance with provincial regulation University policy and departmental SOP.

Coordinates all outside activities relating to traffic and parking for special events to maintain traffic flow to support public safety and minimize negative impacts to University operations. Engages the community in a positive manner to support the good image of Campus Safety & Security Services and SFU.

Manages and allocates staff and provides direction for the deployment of signage and necessary road materials (i.e., pylons/barriers). (Note: Special event parking also applies to construction maintenance projects, and in this regard, the Traffic Enforcement Coordinator periodically verifies there has been compliance with WCB regulations related to traffic direction on campus roadways, takes immediate action and leadership to rectify violations, and reports any discrepancies to the Manager, Traffic Safety).

Facilitates the maintenance of parking cones, barriers, signs and other equipment required for special event parking and roadway traffic control, and advises the Manager, Traffic Safety of the requirement for replacement materiel.

Facilitates the departmental fleet vehicle program under the direction of the Manager, Traffic Safety by conducting visual inspections of vehicles for damage, reviews inspection sheets, ensures routine maintenance is scheduled and provides updates regarding the operational readiness of fleet vehicles to the Manager, Traffic Safety.

Assists the Manager, Traffic Safety with incident command duties, and when required acts as the incident commander for severe weather incidents and other emergencies affecting public safety, University operations and traffic flow on campus.

Facilitates roadway and traffic safety programs, and provides assistance to the Manager, Traffic Safety in planning annual Safety & Risk Services public education events, in an effort to support community engagement.

Conducts regular vehicular and foot patrols of campus roadways and pathways in an effort to identify and mitigate roadway hazards, using experience and initiative to make immediate recommendations for repairs, or takes immediate action pending repairs, to ensure public safety and protect the University from liability.

Supports the Manager, Traffic Safety in the investigation of traffic accidents, and provides direction to CSSS staff during emergent incidents. Reviews incident reports for accuracy and completion in accordance with departmental SOP, University policy and industry best practices.

Provides training and advice to in-house and contracted staff on motor vehicle accident investigation, traffic control and event management to support public safety operations.
D. DECISION MAKING

i) Makes decisions regarding:

- The supervision and allocation of contract personnel and SCSP members to ensure the operational effectiveness of parking enforcement operations
- Assistance required at the scene of emergency situations
- Recommendations for changes to parking and traffic regulations to improve traffic flow based on observations from the field
- Advice and recommendations on improvements to fee-based parking, and the delivery of traffic safety programs
- The action and leadership to rectify violations related to traffic direction on campus roadways
- Public safety concerns related to road conditions.

ii) Refers decisions regarding:

- Disputed policy matters
- Significant and costly investigative responses for major or highly sensitive criminal offenses
- Situations of political sensitivity or involving the personal security, criminal involvement of members of the faculty or staff, or harassment complaints involving senior university personnel
- Serious staff performance issues and recommendations for additional staff.

E. SUPERVISION EXERCISED

Number of continuing employees reporting directly to the position: 0

Total number of continuing employees for whom the position has direct responsibility: 0*

Note: *Position oversees and coordinates 4 temporary student staff and 8 contract staff during the course of a shift and up to 14 combined staff during special events.

F. SUPERVISION RECEIVED

Position oversees and coordinates 4 temporary student staff and 8 contract staff during the course of a shift and up to 14 combined staff during special events. The Coordinator, Traffic Enforcement works under general direction of the Manager, Traffic Safety in planning and carrying out job duties consistent with Campus Safety & Security Services standards, directives, policies and precedents. Policy and procedure recommended by this position are reviewed at higher management levels, and administration compiled by this position is subject to review.

G. UNUSUAL WORKING CONDITIONS

Required to work occasional weekends and extended hours; provides after-hours response to incidents; conducts duties in all kinds of weather; exposed to serious risk of injury, death and hazardous situations due to factors outside of direct control; responds to emotionally charged or otherwise intense situations such as medical emergencies, physical trauma, violence, harassment, intoxicated individuals, individuals suffering from mental disorders, hostile persons, unpredictable behavior, etc.; must operate fleet patrol vehicles in varying weather and traffic conditions; and must wear and maintain a uniform as issued by the University.
H. ENTRANCE QUALIFICATIONS

High school graduation with two years of related public safety experience including experience working in a parking/traffic enforcement environment in a supervisory leadership capacity or an equivalent combination of education, training, and experience.

- Good problem-solving and analytical reasoning skills.
- Good knowledge of WorkSafeBC regulations.
- Excellent team management and supervisory skills.
- Excellent interpersonal, conflict resolution, and communication (oral and written skills).
- Ability to make decisions with conflicting or incomplete information.
- Ability to exercise personal initiative and professionalism when completing projects as an individual or as a member of a team.
- Proficient in the use of a variety of software applications and data management systems (e.g., incident report and dispatch data management (e.g., D3, PPM2000), word processing, spreadsheet, and database).
- Successful completion of BC Basic Security training.
- Ability to maintain a valid BC Class 5 driver’s license.
- Ability to maintain a valid BC Security Worker’s license.
- Must obtain Incident Command System (ICS) Level 1 certification within one year of hire.
- Ability to perform the physical duties of the position including climbing multiple sets of stairs in succession; standing and walking for long periods; and lifting up to 25 lbs unassisted.