

Coordinator, Parking & Transportation-2
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=258909>

Downloaded On: Jul. 1, 2025 2:10am

Posted Jun. 30, 2025, set to expire Nov. 29, 2025

Job Title Coordinator, Parking & Transportation-2
Department Staff
Institution Austin Community College
Austin, Texas

Date Posted Jun. 30, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

Apply Online Here <https://apptrkr.com/6332106>

Apply By Email

Job Description

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Coordinator, Parking & Transportation-2

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -[AR 4.0300.01](#)

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Coordinator, Parking & Transportation-2

Job Description Summary:

Under the supervision of department management, the Coordinator position will be responsible for assisting and supporting the day-to-day administration of College-wide operational support services. This includes coordinating service-related tasks, software or web-based tools, and onsite or virtual operational needs. Serves as the College liaison to assist with related services to students, visitors, faculty, and staff. Provides logistical support and oversight for procedures, regulations, and service standards within assigned operational areas. Supports system administration and configuration tasks, including operational monitoring, data entry, analysis, event coordination, and customer account support or issue resolution. This position will require decisive decision-making, high-level technical knowledge and aptitude working with enterprise systems and digital tools, exceptional customer service experience, and College business acumen.

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Description of Duties and Tasks

- Operates administrative systems which involve monitoring facilities, service utilization, customer accounts, support ticket resolution, appeals, and payment processing.
- Researches effective operational strategies to improve the quality of customer service to the campus community; participates in the planning and examination of future programs and process improvements.
- Provides logistical support for policy implementation and documentation, including operation of computer equipment, data collection, and generation of support materials for service-related issues.
- Serves as ambassador of the College; provides courteous assistance to visitors, faculty, staff, and students regarding locations of buildings, offices, campus facilities, and services.
- Performs general customer service duties; arranges for assistance and responds to support needs or public service requests.
- Oversees visitor access coordination, reservations, validations, and special event service requests and accommodations.
- Assists with the development and operational management of multi-department outreach, coordination, and communication plans to streamline processes and services.
- Supports compliance with institutional procedures and service rules; assists customers with transaction-based services; monitors system access and refers issues to appropriate departments.
- Operates assigned vehicles or equipment as part of daily responsibilities or special assignments.
- Performs inventories, conducts audits, operational and maintenance checks; reports equipment or system malfunctions.
- Sets up or removes equipment, signage, or barriers as needed to support special events, emergency response, or operational needs; assists departments during high-volume periods.
- Completes administrative tasks and provides related reports; analyzes technical operations and information for changes, additions, improvements, and makes proposals to management.
- Procures goods and services; approves invoices for payment; creates requisitions and purchase order amendments.
- Prepares incident, activity, and property reports and other required documentation.
- Performs data analysis and prepares monthly, quarterly, and annual reports based on service or system utilization.
- Trains and provides lead work direction to front office and administrative support staff.
- Makes recommendations for changes in policies and/or operating procedures to department leadership.
- Assists with departmental budget planning and monitors revenue/expenditure activity.
- Must be able to work various shifts as assigned, including overtime, occasional weekends, and in

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varied environmental conditions.

- Represents the department as a customer-driven, decisive, results-oriented team member committed to improvement.

Knowledge

- Applicable software systems and equipment interactions (i.e. Google Suite, Microsoft Office, Event Management System Software-EMS).
- Event planning and management principles.
- Budget preparation, bid and purchasing procedures, and expense control.
- Perform projects of moderate scope and complexity or discrete components of larger projects related to work management.
- Comprehensive and detailed knowledge of the college infrastructure, policies, and procedures.

Skills

- Maintaining an established work schedule, including some evenings and weekends.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Effectual use of organizational and planning skills.
- Experience assisting with budgets and monitoring operation costs.
- Effective use of interpersonal and communications skills to demonstrate tact and diplomacy.
- Completion of duties with accuracy, timeliness, and trust.
- Supervision of multiple simultaneous tasks and maintaining focus on priorities.
- Collaboration with colleagues to reach mutually beneficial goals and objectives.
- Developing effective workplace relationships.
- Superior customer focus, effective resolving issues with a professional and service-focused manner to de-escalate situations from becoming hostile or unpleasant experience.
- Thorough understanding of English grammar, punctuation, and spelling.
- Proficient developing communication tools.

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Technology Skills

- Intermediate to Expert Level experience using Microsoft Excel.
- Highly skilled in using Microsoft and Google Office Suite software for work initiatives (i.e. spreadsheet, word processing, web page design, form development, and presentation software).
- Well-developed understand of parking technology.
- Use facility management software.

Required Work Experience

- Three (3) years of related work experience.

Preferred Work Experience

- Three (3) or more years of related work experience to college or university parking and transportation or business services experience.
- Six (6) years experience in positions that involves customer service, planning, and data analysis.

Required Education

- Associate's degree.

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Four years of related work experience may substitute for this education requirement. Applicants who substitute work experience to meet the education requirement must use additional related work experience to meet the years of "Required Work Experience" for this position. Please note that the college reserves the right to amend these terms of substitution at any time.

Preferred Education

- Bachelor's degree.

Special Requirements

- Valid Texas Driver's License and reliable transportation for local Austin area travel.

Physical Requirements

- Work is performed in a standard office, parking lots, parking garages, or similar environment.
- Subject to sitting, standing, walking, bending, kneeling, reaching, pushing, and pulling.
- Occasional lifting of objects up to 50 pounds.

Safety

- Work safely and follow safety rules.
- Report unsafe working conditions and behavior.
- Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Salary Range

\$65,560 - \$81,949

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Number of Openings:

1

Job Posting Close Date:

July 15, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Austin-Community-College/Coordinator--Parking---Transportation-2_R-7829

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

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