AUBURN
Human Resources

Mgr, Parking Operations

Job Description

JOB INFORMATION

Job Code	NC12
Job Description Title	Mgr, Parking Operations
Pay Grade	TR15
Range Minimum	$53,090
33rd %	$65,480
Range Midpoint	$71,670
67th %	$77,860
Range Maximum	$90,250
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	9/7/2018

JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Parking & Transit Services

JOB SUMMARY

Reporting to the Director of Transportation Services, responsible for the overall day-to-day management of parking operations including supervising Parking Services office and enforcement staff and ensuring a positive parking experience for each customer and patron through exceptional customer service. Provides administrative and technical support to enhance parking operations and assists the Director in the development of long-term plans and strategies for parking inventories and traffic regulations.

RESPONSIBILITIES

- Moderates daily issues which occur with the enforcement of regulations in order to secure a satisfactory and equitable outcome.
- Establishes the traffic and parking requirements for on-campus events and assists other areas in planning and implementing the required actions of the event to include managing game day towing, vehicle release, answering questions, and resolving issues which may occur.
- Plans, implements, and manages the registration of vehicles and the sale of parking permits. Examines proposals relating to the formation of new or revised parking regulations as to their need and practicality.
- Clarifies, educates, and offers options for solutions to students, employees, visitors, and parents that may have questions about parking regulations and where violations may occur.
- Develops budgets for area of responsibility and assists in departmental budget preparation, policy development, and short and long term planning for Parking Services.
- Researches, recommends, and implements new parking services technologies that will benefit the University. Communicates changes in parking zones, regulations, registration, and other parking related matters to faculty, staff, and students.
- Communicates information to the Director of Transportation Services pertaining to the resolution of issues referred from parents, visitors, and students.
- Makes recommendations concerning student discipline for continued violation of parking regulations; represents the department at the Appeals Board.
- Ensures the effective management of employees including hiring, orientation, training, mentoring, supervising, evaluating, and supporting ongoing professional development to promote well- informed and motivated staff and excellent customer service at all levels.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Management, Operations Management, Public Administration, or related field.		5 years of	Experience in supervision and operations management.	

Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of management principles and practices and operations management.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Valid Driver's License	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.