



JOB INFORMATION

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| Job Code | NC12 |
| Job Description Title | Mgr, Parking Operations |
| Pay Grade | TR15 |
| Range Minimum | \$51,550 |
| 33rd % | \$63,570 |
| Range Midpoint | \$69,590 |
| 67th % | \$75,600 |
| Range Maximum | \$87,630 |
| Exemption Status | Exempt |
| Approved Date: | 1/1/1900 12:00:00 AM |
| Legacy Date Last Edited | 9/7/2018 |

JOB FAMILY AND FUNCTION

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|---------------|----------------------------|
| 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.
- Performs other related duties as assigned by the Director of Transportation Services.

SUPERVISORY RESPONSIBILITIES

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| 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. |
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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 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. | |

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| 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

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| Knowledge of management principles and practices and operations management. | |
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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

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|----------------------------|-------|
| Physical Demands Category: | Other |
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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 | |
| 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.