ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Garage Operations
Job Code: 7160
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise the day-to-day operations and staff involved in collecting and counting parking fees, providing security, and performing custodial and maintenance functions at City parking garages.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to Manager, Parking Services and Director, Transportation; and updates and maintains department standard operating procedure manuals.

Supervises garage operations: ensures efficient operations and optimal staffing based on traffic volumes, events, and other special needs; supervises the collection of fees, provision of security, and cleaning of garage and other areas; determines operations for holidays, weekends, and events; develops and implements policies and procedures for garage operations; and supervises and assists in reconciling cash, investigating shortages, and entering related data into database.

Performs customer service functions: receives and responds to questions, complaints, and concerns regarding garage operations; provides information and answers questions regarding department services, projects, policies, or other issues; determines resolution to routine and complex questions, complaints, or requests for service; and coordinates activities with other departments for special event and maintenance needs.

Performs related administrative duties: creates signs, placards, and other materials; orders supplies; and ensures availability of needed materials, spreadsheets, and other items.

Communicates with supervisor, subordinates, other City employees, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, security logs, overage/shortage reports, usage reports, employee check ins, timesheets, schedules, personnel documents, cash and revenue reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; operates general office equipment; and operates a vehicle, counting machine, door access control, or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Business or a related field required; supplemented by one year of experience in customer service, garage operations, cash handling, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes

exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, fumes, temperature and noise extremes, machinery, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.