ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Parking Operations
Job Code: 7150
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise the day-to-day operations and staff involved in performing general customer service and custodial functions at City parking facilities.

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 parking operations: ensures efficient operations and optimal staffing based on traffic volumes, events, and other special needs; supervises the provision of customer service, collection of fees, and cleaning of parking decks, lots, and garage exteriors, public restrooms, and office areas; coordinates implementation of computer/software updates, video backups, and database support; assists in investigating reports of vehicle damage, personal injuries, and damage to City property; and coordinates with vendors, Information Technology department, and maintenance staff regarding equipment issues, training, repairs, etc.

Conducts rounds at all parking facilities: monitors function and operability of pay-in-lane machines; inspects parking facilities and equipment, including parking structures and services, elevators, emergency phones, etc.; evaluates and directs needed maintenance and repairs; monitors and evaluates traffic volume and flow; and coordinates changes to signage and parking layout, as needed.

Coordinates parking operations for special events: receives and reviews event schedules from venues; determines staffing and parking needs; and trains, schedules, and supervises contracted special event staff.

Performs customer service functions: receives and responds to questions, complaints, and concerns regarding parking 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.

Communicates with supervisor, subordinates, other City employees, contractors, the public, outside agencies and organizations, 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, facility condition reports, timesheets, equipment specifications, 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, Internet, e-mail, or other software; operates general office equipment; and operates 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 two years of experience in parking operations; 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; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

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 light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, texture, 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 dirt, dust, pollen, 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.