



Job Title	Parking Enterprise Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	17590

Class Specification – Parking Enterprise Supervisor

Summary Statement:
 The purpose of this position is to direct, supervise, and coordinate the operations and activities for the Parking System Enterprise in absence of Parking Enterprise Operations Manager This is accomplished by implementing policies and procedures, goals and objectives, assigning priorities and delegating authority and responsibility to appropriate staff. Position implements processes, communicates with staff, stimulates team work to accomplish desired goals and objectives and ensure the highest level of service is provided to customers in the most effective and efficient manner.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Supervise and oversee the Parking Systems operations and security while on assigned shift. Recommend, interpret, and communicate all policies and procedures to staff while on shift. Responsible for the overall assignment, performance, and training of parking operations personnel during shift. Supervises security, parking access control including parking cards, maintenance staff and enforcement officer activities.
40%	Oversee the Parking Systems operations and evaluate service levels, determine areas of improvement, and implement improvement plans. Coordinate special events and projects with other departments, divisions, and outside agencies; and monitor and improve effectiveness of service delivery methods.
20%	Supervise operations access control and operations security. Administer and monitor facility maintenance and operations, security, customer relations and enforcement.

Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.



Job Title	Parking Enterprise Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	17590

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in business administration, public administration, or a related field.

Experience: Three years of full-time supervisory experience or three years of experience related to the area of assignment.

Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.



Job Title	Parking Enterprise Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	17590

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Certifications required in accordance with standards established by departmental policy.	Certified Administrator of Public Parking or Certified Parking Professional designation preferred.

Supervision Exercised: Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary action and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these tasks.

Supervision Received:
 Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
 This job title prepares accounting, budget and employment actions, purchasing documents, and does research to justify language used in documents.

Physical Demands:
 Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Week
Wetness and Humidity	Several Times per Week
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Several Times per Month
Physical Hazards	Rarely
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never



Job Title	Parking Enterprise Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	17590

Machines, Tools, Equipment, and Work Aids: Vehicle, hard hat, hand and power tools, personal computer, printers, scanners, IR probes, electronic kiosks, and credit card machine.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: June 2022