

JOB DESCRIPTION

JOB TITLE: PARKING SERVICES SUPERVISOR

DEPARTMENT: Parking Services

EXEMPT STATUS: Non-exempt

REPORTS TO: Operations Assistant

SUPERVISES: Parking Services Attendants

JOB SUMMARY

Parking Services Supervisors lead, direct and manage Parking Services Attendants in order to accomplish duties, tasks and follow procedures. The responsibilities of this position include supervising, training and evaluating Parking Services Attendants. Parking Services Supervisors assign and schedule work and implement departmental programs, policies and procedures.

RESPONSIBILITIES

1. Exhibit excellent customer service skills.
2. Monitor the activities of patrons in NBPA facilities and provide assistance when necessary.
3. Monitor NBPA owned and operated sites and communicate status and updates of any problems or incidents.
4. Act as ambassadors of the NBPA to the general public.
5. Lead, direct and manage Parking Services Attendants.
6. Supervise assigned staff by performing or participating in the following personnel responsibilities: training, staff selection, recommending and/or implementing disciplinary actions, responding to grievances, recommending termination, and assisting with labor relations issues. Evaluate and document work performance; coach, counsel, monitor, and motivate assigned staff.
7. Assign, schedule and deploy personnel and report needs for personnel.
8. Review and approve timesheets for assigned employees to be processed for payroll.

9. Provide day-to-day program policy direction and ensure program consistency with established policies and procedures. Report needs for equipment to management.
10. Review daily activity logs and prepare statistical reports, and other reports as required.
11. Oversee and/or perform investigations of reported employee misconduct; make recommendations and prepare reports.
12. Implement policies and procedures.
13. Monitor the cameras in Command Center, including license plate searches for lost parking deck tickets.
14. Prepare and complete necessary reports, including but not limited to; shift summaries, shift setup forms, investigative report statements, and employee warning reports.
15. Review, audit, and maintain a variety of documents, reports, and data, including: vehicle inspection sheets, incident reports, equipment, exception sheets, and Parking Services change funds log book.
16. Conduct shift roll calls.
17. Maintain accountability of event and valet revenue tickets logging inventory, issuance, and unprocessed returns.
18. Responsible for ensuring proper procedure and documentation of the removal and return of revenue control equipment vaults, hoppers and cassettes containing cash and coins, by Maintenance personnel and their assigned Parking Services Attendants escort.
19. Answers the Parking Services Department's 24/7 phone lines and responds appropriately. Receives and documents NBPA employee call outs.
20. Coordinate equipment and vehicle repair issues.
21. Attend all mandatory meetings and trainings.
22. Must maintain a neat and clean appearance and remain in uniform during scheduled shift.
23. Maintain and uphold all NBPA policies and procedures.
24. Respond to customer inquiries in a timely manner.
25. Represents the NBPA in a professional and courteous manner and treat public and co-workers with courtesy and respect.
26. Report any conditions to appropriate department head that represent a threat to safety, health and welfare of NBPA patrons, staff, tenants or property.
27. Perform any and all duties requested by supervisor and/or any manager.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

Parking Services Supervisors have the knowledge and skills required of the Parking Services Attendants plus the following:

1. Knowledge of current practices and procedures monitoring persons and property.
2. Knowledge of and skill in the application of supervisory techniques and principles.
3. Knowledge of departmental operations policies and procedures.
4. Effective verbal and non-verbal communication skills with co-workers, clients, and the general public.
5. Strong customer service skills; ability to communicate effectively.
6. Skill in scheduling, planning, time management, organization, problem solving, conflict resolution, and decision making.
7. Skill in working with diverse audiences, building consensus among individuals with conflicting viewpoints, and convincing others to take action.
8. Skill in handling multiple competing priorities and sensitive situations, working under deadlines and mandated time constraints
9. Skill using current office word processing, spreadsheet, database, and electronic mail software.
10. Ability to multi-task.
11. Ability to analyze information and problem solve.
12. Ability to operate a motor vehicle.

PHYSICAL DEMANDS

1. Required to work outdoors in all weather conditions.
2. Required to walk ample distances and stand for lengths of time.
3. Required to operate a motor vehicle.
4. Employee must be able to lift and/or move up to 50 pounds.

EDUCATION

- High School Diploma or equivalent required.
- Associates Degree or Bachelor's Degree preferred.

EXPERIENCE

- Customer Service experience preferred.
- Preferably worked as an NBPA Parking Services Attendant.

CERTIFICATIONS AND OTHER REQUIREMENTS

- Valid NJ State Driver's License required.
- Ability to work a flexible schedule, including weekends, nights and holidays as needed.
Parking Services is a 24/7 operation.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.