UNIVERSITY OF SOUTHERN CALIFORNIA

Parking Operations Manager

Job Code: 145019

OT Eligible: No
Comp Approval: 6/19/2017

JOB SUMMARY:

This position is responsible for the overall management of all parking activities to include traffic management, special events, traffic dispatch and related services. The Parking Operations Manager is responsible for overseeing the day-to-day field operations of mobile units, parking equipment and events related to construction impacts on parking. This position administers the operational facet of the division by ensuring staff preparedness for opening and closing, collecting meter revenue, resolving problems, receiving and disseminating information and instructions, reviewing and preparing reports, and analyzing equipment needs.

JOB ACCOUNTABILITIES:

- Provides first line supervision to mobile units and student workers employed in the department on assigned shift. Substitutes for any position, if necessary.

- Participates in special event planning requiring parking needs by attending meetings, contributing input, and providing information. Coordinates third party support from LADOT and LAPD. Maintains an up to date working knowledge of all property amenities as well as any previously scheduled special events.

- Communicates professionally at all times with students, faculty, staff, and guests to assist with questions, problems, and concerns. Addresses escalated concerns from parking guests. Manages and resolves all parking guest complaints and commendations in a professional and courteous manner without compromising policies and guidelines.

- Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.

- Manages reports, and audits to prevent loss through theft, error, or carelessness. Maintains an up to date working knowledge of parking fee structures, special event/group discounted parking, monthly passes and all validation procedures to ensure accuracy.

- Maintains a safe and clean work environment by educating and directing staff members on the use of equipment and resources. Monitors maintenance of the facility and associated premises to ensure that all parking areas are clean, safe, and maintained to standards. Assists with cleanup of debris, water, oil spills and etc. Supervises any on-going maintenance projects to ensure quality and timely completion.

- Assists in budget development and administration by gathering, analyzing and reporting data. Provides projections and recommendations, as requested. Monitors assigned budget lines and reports variances.
Ensures accurate and timely delivery for all daily, weekly, and monthly operating reports on parking and special events as required. Prepares and analyzes parking data such as barricade revenue, permit sales, and parking equipment condition. Informs appropriate university department representatives of any parking problems or changes that affect operations.

Immediately responds to reports of accidents, incidents or safety concerns. Reports any known accidents, observed or suspected violations of university policy, safety hazards or any unusual occurrence to senior management.

Develops and implements operational and management procedures to ensure compliance with all applicable legal, environmental, and health and safety parameters.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

<table>
<thead>
<tr>
<th>Essential</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
</table>

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

1 year

**Minimum Field of Expertise:**

Parking enforcement or dispatch operations with supervisory experience

**Preferred Experience:**

2 years

**Skills:** Administrative:

Coordinate work of others

Understand and apply policies and procedures

**Skills:** Other:
Communication -- written and oral skills
Knowledge of applicable laws/policies/principles/etc.
Supervisory skills

Supervises: Level:
Supervises employees who do not supervise.

Supervises: Nature of Work:
Service/Maintenance

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer