

Summary of Duties : Supervises the operation of a major parking facility; develops and enforces procedures for the collection, recording, and controlling of parking fee revenue; and does related work.

Distinguishing Features : A Parking Services Supervisor is responsible for the operation of a major paid parking facility with an extremely high patron turnover rate, and supervises Senior Parking Attendants, Parking Attendants, and other employees involved in parking control work. An employee of this class is responsible for the accurate recording, control, and security of considerable parking fee revenue which is collected from patrons continuously during the hours of parking lot operation, usually on a multi-shift basis. A Parking Services Supervisor is responsible for maintaining favorable public relations with patrons while at the same time assuring proper use of parking facilities. An employee of this class may arrange parking for City officials, reporters, and guests during special activities and events and for employees visiting on business. An employee of this class may also be responsible for making studies of present parking policies and for making recommendations to solve specific parking problems.

In addition to the above responsibilities, an employee of this class may be responsible for the operation of City parking lots and areas used for the parking of privately-owned employee's automobiles, including those of City Council members and their staffs, City executives, and employees on mileage. Included are parking lots in the central Civic Center District with attendants assigned to them and in outlying districts that do not have assigned attendants.

The class of Parking Services Supervisor differs from the class of Parking Manager in that the latter has long-range planning and administrative responsibilities for the development and management of City-operated employee and public pay parking facilities in the Civic Center area and at other locations.

The responsibilities of a Parking Services Supervisor are different from those of the Senior Park Services Attendant in charge of pay parking lots at certain City recreational facilities in that traffic at lots under the supervision of a Parking Services Supervisor is characterized by considerably greater routing and placement problems, and a much higher volume and rate of turnover and fluctuation. On days of peak activity, a Parking Services Supervisor is responsible for the collection, recording, and control of considerably larger amounts of revenue received in more concentrated amounts over longer periods of time.

Examples of Duties : Plans, directs, and coordinates the operation of a major parking facility; schedules working hours and duty assignments

of subordinate supervisors and full-time and part-time employees engaged in collecting parking fees from patrons and directing patrons to parking stalls; trains employees in their work; ensures that employees are furnished with forms needed for their work; prepares daily traffic routing and parking pattern plans, based on types of activities or events scheduled; develops policies and procedures for collecting, safeguarding, recording, depositing, and controlling parking fee revenue collected from patrons by parking lot employees; periodically inspects parking facilities to ensure proper use by patrons, proper traffic routing and placement, and proper fee collection by employees; resolves patrons' complaints not resolved by subordinates; prepares reports of parking operations for department management; determines where cars of City officials, reporters, and guests can be parked during special activities and events, and directs subordinates in the control of such parking; makes studies of parking problems and recommends solutions.

Makes periodic inspections of parking lots in outlying districts to assure their proper use; notifies applicants for parking spaces when parking permits can be issued to them; determines seniority order of employees for assignment and reassignment to spaces on fee parking lots; advises employees of procedures to follow to request special parking lot assignments in hardship cases; maintains files of parking records; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of the methods of efficient operation of a major parking facility with a high rate of patron turnover, and a greatly fluctuating volume of patron traffic; a good knowledge of parking lot traffic routing and control; a good knowledge of work planning, assignments, and scheduling according to anticipated fluctuation patterns in parking lot traffic volume; a good knowledge of methods of collecting, recording, and controlling a high volume of parking fee revenue collected from patrons; a good knowledge of safety regulations and precautions pertaining to the maintenance and operation of a parking facility; a general knowledge of memoranda of understanding applicable to subordinate personnel; a general knowledge of supervisory principles and practices; a general knowledge of laws and regulations related to equal employment opportunity and affirmative action; general knowledge of Civil Service Commission Rules; the ability to deal tactfully and effectively with officials, employees, and the public; the ability to anticipate the amount and fluctuation of parking lot traffic volume for various types of activities and events; the ability to plan the routing and placement of cars based on such anticipation and to effect changes of plan on short notice; and the ability to write reports and keep records.

Two years of experience in supervising employees engaged in the operation of a paid parking facility, including the on-site collection, security, and processing of parking fees.

License: A valid California driver's license is required.

Physical Requirements : Strength to perform average lifting up to 15 pounds and occasionally over 25 pounds; good hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.