

Parking Services Supervisor (3537)
Task List

1. Plans work of employees based on daily events, assuring priority assignments are handled first; considers assignments in terms of event type, number of people in attendance, safety, and timeframe as well as employee workload, capabilities, and developmental needs.
2. Assigns responsibility and explains assignments in order to ensure workload is appropriately distributed among staff and they are prepared to complete it as directed.
3. Schedules employee time at work and verifies that timesheets properly account for employee work time using Workday in order to assure necessary levels of staffing, timely completion of work, and appropriate documentation.
4. Trains employees by explaining and demonstrating work procedures and then observing employee performance to ensure employees are properly trained and to determine additional training needs; provides safety and/or other specialized training to staff and/or other employees.
5. Orients new employees by explaining job requirements and providing written materials such as safety and performance standards, personnel rules, policies, procedures, and benefits.
6. Observes employee performance and monitors job progress in order to ensure safe and timely completion of work and makes adjustments as needed to work in progress.
7. Discusses completed work with employees, including timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.
8. Develops, implements, and ensures policies and procedures are followed for collecting, safeguarding, recording, depositing and controlling parking fee revenue collected from patrons by parking lot employees.
9. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations; and discusses evaluations with the employee in order to provide positive and negative feedback and identify developmental needs.

10. Conveys information to employees orally or in writing, including information from management such as policy changes or department objectives, interpretations of City policies or MOU's, updated safety information, and training and promotional opportunities.
11. Listens to employee suggestions and concerns; follows-up and completes documentation within the required time frame; and addresses concerns of the employees with supervisors to ensure necessary processes and procedures are followed.
12. Documents and informs management of completed work activities, deviations from planned work, concerns, ideas, and suggestions in order to ensure everyone is provided relevant information.
13. Counsels and documents activities with employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to enforce personnel policies.
14. Periodically inspects parking facilities for any traffic flow issues, parking issues, and other issues including maintenance and safety issues; provides reports and recommendations to any issues that have been observed in the parking facilities.
15. Responsible for monitoring parking facilities with no attendants to ensure proper use by patrons, maintenance, and fee collection at these facilities.
16. Assists with developing marketing strategies for ensuring optimal usage of the facilities.
17. Assists with developing special traffic flow patterns for events with high attendance, such as sporting events or music concerts.
18. Determines specified parking layouts for events where various government officials and VIPs are in attendance.
19. Addresses customers' concerns and questions and follows-up as appropriate according to City policy.