

Title: Parking Supervisor
PG: 12
Status: Non-Civil Service
Position Reports to: Box Office Manager
Department: The Lakeland Center

Class Code: 8228
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This position involves skilled supervisory knowledge of parking operations. It includes manual work of a repetitive nature involving the responsibility of directly supervising a staff of approximately 35-45 parking attendants and 2 other supervisors. Principle duties include properly scheduling staff for selected events, assisting in traffic control, supervising all booth collection activity and funds received, maintaining ticket inventory with on-hand cash and basic knowledge of maintaining a small fleet of golf carts. Works directly under the supervision of the Box Office Manager.

ESSENTIAL FUNCTIONS:

1. Distributes and supervises the distribution of tickets and money to cashiers for collection booth.
2. Supervises and helps to maintain all golf carts in good condition.
3. Directs and assists all levels of parking staff when needed.
4. Supervises and balances all cashiers at the end of the day and/or after a show.
5. Trains new attendants of all responsibilities.
6. Plans all traffic directions for selected events.
7. Assists and supervises all parking lot set ups and tear downs.
8. Assists and supervises the strategic route of traffic into and out of parking lots.
9. Schedules attendants for selected events.
10. Assists and supervises all parking lot tools and supplies.
11. Supervises and directs all parking activity.

KNOWLEDGE, SKILLS & ABILITIES:

1. Ability to handle large sums of money and completes all reports.
2. Ability to handle and resolve patrons concerns and complaints in a calm and professional manner.
3. Ability to drive a golf cart in a professional manner.
4. Ability to provide general information effectively to the public.
5. Ability to work with inner departments and other city departments.
6. Knowledge of standard office practices and procedures.

WORKING ENVIRONMENT/CONDITIONS:

Requires labor intensive work that involves a considerable amount of walking, exerting up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

The job risks exposure to environmental conditions to include extreme temperature changes, humid, wet conditions, traffic, bright/dim light, fumes/noxious odors, dusts and pollen.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. High School diploma or GED is required.
2. Have at least three (3) years of cash handling experience, parking operations experience and experience in general office and clerical duties.
3. Must have three (3) year experience as a supervisor.
4. Completion of City University Level one (1) or completion within twelve (12) months.

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SPECIAL REQUIREMENTS:

1. FBI background check is required for this position
2. Must obtain and maintain a valid state of Florida driver's license.
3. May be required to maintain a valid home telephone number.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.