

# State College Borough

## Supervisor, Parking Operations

### Job Description



**REPORTS TO:** Director of Parking  
**ROLE & LEVEL:** L1

**DEPARTMENT:** Parking  
**FLSA STATUS:** Exempt

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#### **WORK OBJECTIVE:**

The Parking Operations Supervisor is responsible for the day to day operations of Borough parking facilities which includes supervising parking garage staff, collecting parking revenue, and maintaining parking records reports. Position requires a complete understanding and wide application of principles, theories, and concepts in assigned function or business area.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Oversees the daily operations and the staff assigned to parking operations
- Supervises parking garage staff members and is responsible for the distribution of work assignments and coordination of work schedules
- Performs cash collections and deposits; ensures the security of all collected revenues from parking garages and lots
- Prepares monthly and annual reports for the parking system, including ticket activity, rental income, and parking meter revenue
- Develops and implements policies and procedures in accordance with the Borough and Parking Department strategies and rules
- Analyzes parking operations, data and work methods and formulates recommendations for procedural changes, equipment improvements, and staffing needs
- Maintains inventory of supplies and makes purchases when needed; approves invoices for payment
- Coordinates parking operation activities with other members of Borough staff, including the Police, Parking Enforcement, Public Works and Administration
- Assists customers with parking needs; documents daily activities; programs monthly passes and validations; completes daily facility inspections
- Addresses and processes customer complaints that cannot be resolved by parking garage or office staff members
- Assists in the development, implementation and supervision of operational plans in relation to large community events (i.e. football weekends, arts festival, summer programs, etc.)
- Repairs equipment, as needed

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#### **Supervision:**

- Reviews and evaluates work methods and procedures and meets with management staff to identify and resolve problems
- Assesses and monitors workload, identifies opportunities for improvement and implements changes
- Selects, trains, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; and implements discipline and termination procedures

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of gate and access control systems, multi-space meter systems and pay on foot devices and the ability to extract operational information from these systems
- Knowledge of and ability to maintain an excellent customer service standard
- Knowledge of equipment maintenance and troubleshooting techniques
- Skill in the use of Microsoft Office products (Word, Outlook and Excel)
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to analyze and define problems, identify alternative solutions, estimate consequences of proposed actions, and implement recommendations in support of goals
- Ability to compile information and produce reports of revenue and other financial data as needed,
- Ability to effectively and efficiently use parking management software in support of overall parking operations
- Ability to communicate effectively, verbally and in writing
- Ability to delegate, manage, and supervise effectively

#### **MINIMUM QUALIFICATIONS:**

High School Diploma; supplemented by two or more years' experience in business operations; or an equivalent combination of education, certification, training, and/or experience. Must possess a valid Pennsylvania driver's license.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

#### **PREFERRED QUALIFICATIONS:**

- Bachelor's degree in business management or related field
- Previous parking enforcement operations experience

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**PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**SENSORY REQUIREMENTS:**

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

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The job description does not constitute an employment agreement between State College Borough and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date