Job Title: Manager, Parking Services
Department: Plant Operations
Reports To: Assoc Director, Parking, Grounds and Transportation
Jobs Reporting: Clerical staff, Administrative Assistant, Enforcement Officers, Service Technicians, Day time shuttle staff
Salary Grade: USG 8
Effective Date: April 2018

Primary Purpose
The Manager, Parking Services is accountable to the Associate Director, Parking, Grounds and Transportation for the prudent, effective planning, management and delivery of the parking service provided to faculty, staff, student and visitors to the campus. The manager contributes towards providing a safe and accessible, invitingly clean and comfortable, functionally enriched and well-maintained campus environment through service excellence, consistent, fair and transparent policy.

Key Accountabilities

Strategic Planning
Assists with and supports strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus parking and transportation and optimal investments in University-wide infrastructure.

Operations planning and management
Plans for, manages and delivers parking services/allocation for all user groups on campus including faculty, staff, students, visitors and event planning, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.
- Management of the delivery of parking of 6500+ spaces on two campuses to all user groups ensuring a fair, consistent, transparent approach.
- Oversight of ensuring all parking monies are collected, counted, deposited and reported daily in keeping with financial best practices.
- Liaises with University community members with respect to special event parking including staffing, VIP parking. Providing direct communication to parking staff as outlined in briefings by UW Police and event coordinators.
- Assists with planning activities to support the department’s strategic and operational direction. View trends to ensure all parking spaces are being maximized and wait lists are maintained and moved as appropriate.
- Plans, periodically reviews, and maintains current work processes, schedules and practices appropriate and necessary to provide a safe and accessible, invitingly clean and comfortable campus environment.
- Operates within allocated resources; ensures the efficient use of physical, fiscal and human resources.
- Maintaining records of support staff work assignments, equipment allocations among the assigned work group.
- Assesses, evaluates, selects and monitors the effectiveness of the performance looking for consistency in process and trends in ticketing infractions to ensure proper signage and education in place to ensure a positive experience for customers.
- Preparation of parking budget as well as projecting long term infrastructure requirements, annual pavement and line painting repairs, enforcement equipment, parking software, enforcement uniforms.
- Provides data and information for metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs in a timely fashion within budget.
**Job Description**

- Updating space allocation lists as well as related policies/procedures specific to each lot/area and ensure this is available to all support/enforcement staff.
- Oversight of online purchase website to ensure current PCI compliance is applied and maintain in keeping with Financial Services/IST security protocols.
- Compiles, analyzes and maintains statistical data/reports of the operations, including but not limited to: enforcement statistics, financial statistics by location/by month, lot capacity reports, and wait list reports.

**General Management**

Responsible for employee relations of up to 15 support staff reporting to the position (both full time and student part time), fostering a client-focused, service-oriented work environment while establishing and maintaining good working relationships among support staff.

- Coaches, evaluates, and supervises support staff, fostering a service-oriented work environment, instilling in support staff the importance of consistent, fair and transparent application of rules and regulations.
- Overseas hiring, staff performance, salary administration, promotions, reclassifications and disciplinary issues. The incumbent must exercises skill in managing people and provide them with a productive environment and development opportunities.
- Ensures compliance with all relevant legislation, including related regulations, codes and standards, policies and procedures.
- Develops and enhances a safety culture within the department.

**Health & Safety**

In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors, responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.

- Active in health and safety and incident prevention by establishing, adhering and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.

**Required Qualifications**

**Education**

Ontario secondary school graduation diploma or equivalent combination of education and experience. Post-secondary education in business management, facilities management or related field may be preferred.

**Experience**

Eight (8) years of progressive experience in a supervisory/leadership role in a parking facility within a post-secondary environment. Extensive experience in event planning, enforcement procedures including knowledge of City of Waterloo and City of Kitchener municipal bylaws. Understanding of oversell percentages and how they ebb and flow throughout any given term. Strong customer service skills. Revenue streams complete with accurate auditing trails on deposits and refunds. Sound knowledge of budget planning, submission and monitoring in an ancillary environment to ensure capital expenses will be covered in following year. Strong coaching skills for front line workers dealing with volatile situations and ability to deescalate. Sound knowledge on parking gating/revenue systems and how to maximize efficiencies between the two. Previous experience with a campus student/staff shuttle system and how to schedule those to maximize routes and efficiencies.

**Knowledge/Skills/Abilities**

- Sound working knowledge of Parking and event planning as well as financial accounting/reporting.
- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.
- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
Job Description

- Excellent communication and interpersonal skills, with a deep commitment to customer service, proven financial acumen and negotiation skills, innovative approach to problem solving and a track record for leading high performance delivery teams defined by a culture of excellence and responsiveness.
- Proficient in the development of operational specifications, standards, work practices and procedures. Able to work effectively within the University's unique culture and decentralized environment.
- Proficient in Microsoft Suite
- Experience with Unit 4 financials, Concur, AIMS and AMIS Web Parking software is an asset.

Nature and Scope

- **Contacts:** Excellent communication and interpersonal skills, with a deep commitment to customer service, proven financial acumen and negotiation skills, ability to deescalate volatile situations, innovative approach to problem solving and a track record for leading high performance service delivery teams defined by a culture of excellence and responsiveness.
- **Level of Responsibility:** In collaboration with the Associate Director, Parking, Grounds and Transportation, responsible for the development and implementation of strategic plans, budgets, best practices and process improvements that support the department’s mission and goals.
- Manages functions and processes within assigned facilities and supervises day and evening enforcement staff and daytime support staff.
- **Decision-Making Authority:** Responsible and accountable for executing Plant Operations’ priorities within the business operations area.
- **Physical and Sensory Demands:** Routine physical activities include sitting, standing, walking, and carrying objects, pushing, pulling, and maintaining one position for periods of time. Possesses ability to reduce any strain by changing positions and/or alternating performing other activities.
- **Working Environment:**
  - Subject to nighttime working hours, weekdays and weekends.
  - Exposed to stress and pressure associated with supervisory level responsibilities, financial oversight and confidential human resource leadership.
  - Daily exposure to outdoor weather conditions
  - May frequently be exposed to angry or disgruntled customers. Proven ability to deescalate situations and bring them to a successful resolution.