

Job Description

Job Title:	Manager, Parking Services
Department:	Plant Operations
Reports To:	Assoc Director, Parking, Grounds and Transportation
Jobs Reporting:	Parking Enforcement Officers, Customer Service Representatives, Parking Technicians
Salary Grade:	USG 8
Effective Date:	August 2020

Primary Purpose

Reporting to the Associate Director, Parking, Grounds and Transportation this position is accountable for the revenue generation and administrative functions for Parking Services, providing effective management and supervision of the parking administration team, technical team, and enforcement officers. A valuable and limited commodity on campus, parking services is expected to generate funds to cover all associated operating and administrative costs. The efficient and effective administration of parking directly correlates with university goals. This position is responsible for the sale of permits from concept to delivery including space allocation, waitlists, carpooling and clear and transparent policies and guidelines. This position is also responsible for developing and executing operation and procedural strategies to meet present and future needs in keeping with the campus master plan. This position is also accountable for the maintenance, construction, repair and restoration of campus parking facilities, equipment, and signage. The manager is responsible for the administration of an ancillary budget on a break-even basis.

Key Accountabilities

Strategic Planning

- In collaboration with the Assoc Director, Parking, Grounds and Transportation, 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.
- Evaluates user demands, parking patterns, and forecasts implications to changing parking conditions and recommends parking options.

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.
- Oversees the delivery of parking of 6500+ spaces on two campuses to all user groups ensuring a fair, consistent, transparent approach.
- Ensures all parking monies are collected, counted, reconciled, 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.
- Oversees, develops and plans activities to support the department's strategic and operational direction. Views trends to ensure all parking spaces are being maximized and wait lists are maintained and moved as appropriate.

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- Evaluates implications of enrolment objectives, demographic changes and recommends possible parking options to changing conditions.
- Develops and implements a multi-year plan for the restoration, relining, and resealing of parking lots, replacement or enhancements of meters/pay/display facilities including safety features.
- 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.
- Retains records of support staff work assignments and 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.
- Prepares parking budget as well as projects 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.
- Updates space allocation lists as well as related policies/procedures specific to each lot/area and ensure this is available to all support/enforcement staff.
- Oversees online purchase website to ensure current PCI compliance is applied and maintained 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 for up to 45 support employees reporting to the position (both staff and casual 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, instilling the importance of consistent, fair and transparent application of rules and regulations.
- Oversees hiring, staff performance, salary administration, promotions, reclassifications and disciplinary issues for staff in accordance with UW Policy. The incumbent must exercise 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, ensures that 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.
- Actively participates in health and safety and incident prevention by establishing, adhering to 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.
- Ensures all staff members are current with mandatory training.

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Other

- This position is the designated back up to the Assoc Director, Parking, Grounds and Transportation. Performs other related duties and responsibilities as needed in support of departmental activities.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

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 is preferred.

Experience

- 5 - 7 years of progressive experience in a supervisory/ leadership role in facilities or environmental services within a major institutional sector(s), such as education, post-secondary education, airport, medical/ hospital or service industry.
- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.

Knowledge/Skills/Abilities

- Sound working knowledge of Parking and event planning as well as financial accounting/reporting.
- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
- 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.
- Ability to deescalate volatile or contentious situations, innovative approach to problem solving
- 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 or contentious 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, accountable for the development and implementation of strategic plans, budgets, best practices, and process improvements that support the department's mission and goals and align with the campus master plan.
- **Decision-Making Authority:** In communication with the AD Parking, Grounds and Transportation makes decisions based on best interests of the department and in keeping with University policies and best practices.

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- **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: a) dirty and noisy environments; and b) outdoor weather conditions
 - May frequently be exposed to angry or disgruntled customers. Proven ability to deescalate situations and bring them to a successful resolution.