**Supervisor, Parking Services- Nights Generic Job Description**

**Classification Title:** Supervisor, Parking Services- Nights

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 10

**Minimum Pay:** $31.63

**Job Description Summary:**
The Parking Services Supervisor- Nights, under general supervision, supervises daily operation of assigned department area and assists the Manager of Parking Services with administrative duties.

**Essential Duties and Tasks:**

**35%: Supervision**

* Provides operational control of department functions within assigned area (Enforcement, Dispatch, and Special Controlled Access Network).
* Coordinates shift operational requirements, including determining and assigning tasks to Parking Services Officer IV’s responsible for functional areas.
* Coordinates activities with other Parking Services Supervisors on duty to ensure adequate staffing in all areas.
* Inspects and monitors assigned operational area.
* Performs these duties with reduced hours and levels of managerial oversight, requiring additional levels of decision-making skills and discretion.
* Must insure that managers and/or other appropriate levels of administrative staff are informed and kept up to date regarding emergencies or special circumstances.
* Frequently must interact directly with Special Events staff or with University staff from other departments to provide support for special events without immediate guidance from management.
* Responsible for supervising full time and student employees within the Parking Services area to include hiring, scheduling, training, evaluation, disciplining, answering questions, reviewing procedures, defining workload and work priorities, monitoring employee performance and approval of timekeeping records. Provide operational feedback on a frequent basis.
* Maintain Managers Notes on all employees. Responsible for creating and maintaining a positive work environment focused on customer service and dedicated to continuous improvement.

**30%: Enforcement/Traffic Control**

* Enforces parking regulations by giving warnings and issuing parking citations including checking for overtime or illegal/restricted parking.
* Will be assigned a mobility device daily to travel across campus to enforce parking regulations based on the parking services unit needs, officers training level, and equipment availability for that day; mobility devices used include walking, bicycle, scooter, T3, Segway, GO-4, and/or car/truck.
* Applies and removes immobility devices.
* May perform medium physical work.
* Moves and sets up barrels, barricades and other traffic control equipment.
* Performs such tactile activities as key punch, grasping, holding, lifting, reaching, crouching, standing for extended periods of time, walking, and repetitive tasks.
* Exposure to vehicle movement hazards if proper safety procedures are not followed.

**10%: Administration**

* Maintains and assigns vehicles, equipment, uniforms, and other department materials during shift.
* Ensures all Parking Services Officers on shift maintain required dress code.
* Provides administrative assistance to the management of Parking Services in the preparation of maps, rules, regulations, operational reports, and other materials.
* Provides recommendations for changes or enhancements to parking facilities, including painting and signage.
* Serves as an information resource for university employees, students, and visitors with regard to parking regulations, directions, and other information.

**5%: Department Objectives/Customer Service**

* Transportation Services is committed to providing courteous, responsive, quality service to our customers by fostering a respectful, positive, and welcoming environment for all.
* Employees are responsible for the following: representing the department to internal and external customers; maintaining 100% “on time” compliance with all university required training for all employees; approving time worked and requesting appropriate leave in a timely manner; reading and responding to e-mail; reviewing/reading information listed on the department intranet; performing assigned tasks in a safe manner and utilizing personal protective items/equipment as appropriate or instructed by supervisor or department; reporting unsafe actions or conditions to supervisor immediately and supporting and following unit/department safety guidelines, practices and policies.
* Persons in this position will be required to drive state vehicle to travel to various parts of campus and are considered essential when the University declares an emergency, campus closure, class cancellations, etc.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school graduation or any equivalent combination of education and experience.
* One year as Parking Services Officer IV, including experience as a shift leader in one or more functional areas or related parking enforcement experience including, two years supervisory experience.

**Required Licenses and Certifications:**

* Must have a Class “C” vehicle operator’s license or ability to obtain within 30 days of employment

**Required Knowledge, Skills, and Abilities:**

* Ability to comprehend technical aspects of electronic data terminals and ticket writers, telephone systems, video monitors and computer systems.
* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Electronic Ticket Writers
* Telecommunication Systems
* Video Monitoring Systems
* Computer
* Bicycle, Scooter, T3, Segway, GO-4, Car/Truck

**Physical Requirements:**

* Ability to lift and move heavy objects.

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**