



JOB INFORMATION

<i>Job Code:</i>	145019
<i>Job Title:</i>	Parking Operations Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees who do not supervise.
<i>Job Family:</i>	Auxiliary Services
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	5 Manager

JOB SUMMARY

This position is responsible for the overall management of all parking activities to include traffic management, special events, traffic dispatch and related services. The Parking Operations Manager is responsible for overseeing the day-to-day field operations of mobile units, parking equipment and events related to construction impacts on parking. This position administers the operational facet of the division by ensuring staff preparedness for opening and closing, collecting meter revenue, resolving problems, receiving and disseminating information and instructions, reviewing and preparing reports, and analyzing equipment needs.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Parking enforcement or dispatch operations with supervisory experience.

Other Job Factors

JOB ACCOUNTABILITIES				
	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides first line supervision to mobile units and student workers employed in the department on assigned shift. Substitutes for any position, if necessary.				
Participates in special event planning requiring parking needs by attending meetings, contributing input, and providing information. Coordinates third party support from LADOT and LAPD. Maintains an up to date working knowledge of all property amenities as well as any previously scheduled special events.				
Communicates professionally at all times with students, faculty, staff, and guests to assist with questions, problems, and concerns. Addresses escalated concerns from parking guests. Manages and resolves all parking guest complaints and commendations in a professional and courteous manner without compromising policies and guidelines.				
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.				
Manages reports, and audits to prevent loss through theft, error, or carelessness. Maintains an up to date working knowledge of parking fee structures, special event/group discounted parking, monthly passes and all validation procedures to ensure accuracy.				
Maintains a safe and clean work environment by educating and directing staff members on the use of equipment and resources. Monitors maintenance of the facility and associated premises to ensure that all parking areas are clean, safe, and maintained to standards. Assists with cleanup of debris, water, oil spills and etc. Supervises any on-going maintenance projects to ensure quality and timely completion.				
Assists in budget development and administration by gathering, analyzing and reporting data. Provides projections and recommendations, as requested. Monitors assigned budget lines and reports variances.				
Ensures accurate and timely delivery for all daily, weekly, and monthly operating reports on parking and special events as required. Prepares and analyzes parking data such as barricade revenue, permit sales, and parking equipment condition. Informs appropriate university department representatives of any parking problems or changes that affect operations.				
Immediately responds to reports of accidents, incidents or safety concerns. Reports any known accidents, observed or suspected violations of university policy, safety hazards or any unusual occurrence to senior management.				
Develops and implements operational and management procedures to ensure compliance with all applicable legal, environmental, and health and safety parameters.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.