**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Manager of Parking Services

**Job Number:**  X-204

**Band:** 5

**NOC:**  6316

**Department:**  Risk Management

**Supervisor Title:** Director, Risk Management

**Last Reviewed:**  May 29, 2020

**Job Purpose**

The Parking and Resource Manager is accountable to the Director of Risk Management for the provision and operation of parking facilities, administration of the parking system, implementation of new parking technology and effective enforcement in a cost effective manner. They are also responsible for student dispatchers and the TUEFRT, Walkhome Coordinator, while providing high quality customer service and responsiveness. Key responsibilities of the position include:

* The incumbent prepares operational and business plans and is vitally involved with the implementation of those plans to meet budget targets and planning deadlines.
* Responsible for daily operations and adapting to campus growth and changes in a collaborative manner.

The Manager consults on the day-to-day functions of parking services, dispatching services, and with the TUEFRT Walkhome Coordinator. They monitor and oversee financial performance, communication regarding all aspects, provide consolation and issue resolutions. In addition this position is responsible for the direct management and supervision of 1 coordinator, 3 full time parking staff and 16 student employees.

**Key Activities**

**Parking Services Management:**

1. **Oversees staff, training and professional development**
2. Prepares performance evaluations, arranges work schedules, authorizes overtime.
3. Supervises the job postings, interviewing, hiring and terminating, training and placement of full-time staff, temporary staff and now including one coordinator and student employees.
4. Encourages and supports opportunities for professional development
5. Ensures all mandatory training is up to date and compliant.
6. Assigns projects, and ensures completion.
7. Coordinates special event parking requirements with Athletics, Conferences Services, Trent Event Coordinators and other stakeholders.
8. **Manages budgets**,
9. Develops annual budgets for Director of Risk Management and PVP approval
10. Monitors financial performances on a monthly basis
11. Reviews all Financial Services month end reports, including all third party revenue (Pay and Display Machines and HotSpot).
12. Oversees administrative financial transactions, including payroll submissions, attendance sheet, monthly pay and display credit and cash reconciliations, cash float reconciliation, VISA card reconciliation, flex dollar transactions. Submits purchase orders for Director’s approval and charge back to departments for parking permits.
13. **Administration and Operations**
14. Develops and implements business and multi-year operational parking plans in collaboration with all stakeholders.
15. Determines strategies to increase and maximize revenue sources including enforcement strategies and recommending parking fee increases, and plans operational expenditures to provide maximum benefit to the university.
16. Coordinates special needs for event parking with host units. Often 10,000 plus attendees annually (Head of Trent, Open House).
17. Anticipates and integrates improvements in technology and best practices. Sets service performance targets and regularly assesses the achievement of those targets. Adjusts plans annually to reflect performance and changing circumstances.
18. Obtains and analyzes parking statistics annually to determine if any changes are required to the parking system.
19. Coordinates RFPs for parking infrastructure enhancements and parking equipment purchases in consultation with FM, IT or other Trent University departments as necessary. In the case of FM project managed initiatives, acts as client representative to ensure the completed project meets the RFP requirements including budget and timelines.
20. Instructs, monitors and works collaboratively with departments authorized to obtain temporary or special parking permits (Athletics, Conference Services, PVP executive assistants, Housing) to ensure compliance with Parking regulations and to deter misuse that could negatively affect parking revenue.
21. Maintains, develops and implements standard operating procedures including cash handling, operation of parking vehicles, wheel clamps and towing, parking enforcement and permit management using ParkAdmin and Cale Web Office, software.
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23. Coordinates parking enforcement by Parking and Security staff to encourage the safe, orderly and equitable use of the limited number of parking spaces available to internal and external clients. Ensures Campus Security is aware of any security concerns identified by parking staff. Coordinates special event parking requirements with Athletics, Conferences Services, Trent Event Coordinators and other stakeholders.
24. . Resolves second level parking appeals.
25. Works closely with the Facilities Maintenance Department to ensure that parking facilities are planned, constructed, maintained, repaired and signed effectively.
26. Negotiates with City of Peterborough and London Property Corporation officials to ensure nearby parking operations do not negatively impact on Trent parking revenue.
27. Develops communications and information materials as required emails, website, portal updates.
28. Covers dispatch and parking administrator functions in the absence of regular staff. Operates Emergency Communications System when necessary.

**Dispatch and Resource Management**

1. Responsible for hiring, training, time sheets and scheduling all 16 student dispatchers and1 Coordinator.
2. Provide supervision and guidance for the TUEFRT Walkhome Coordinator.
3. Reviews Walkhome and TUEFT budgets with the TUEFRT, Walkhome Coordinator for the Director of Risk Management.
4. Coordinates TUEFRT operations and serves as a standing member on the TUEFRT Governing Board, responsible to maintain TUEFRT charter, manage elections and resolve disputes and policy issues. Authority to terminate TUEFRT operations if public safety at risk.
5. Creates a 24/7 dispatching schedule, generates accounts through Parkadmin and provides work emails for all student dispatchers.
6. Reviews all dispatch entries to ensure the correct amount information is provide and clear.
7. Provides support to student employees.
8. Design and coordinate training program for student dispatchers.

**Analytical Reasoning**

* Analytical reasoning must be applied to responsibilities that are diverse and can be complex in nature. Judgement must be exercised by adapting methods to arrive at the best possible solution. Appropriate course of action is required when planning projects and organizing work flow. Established practices and the University culture must be understood to resolve problems that can be controversial, especially within Parking Services. There is always a ripple effect to other departments when a change is made to the parking regulations policies and procedures; for example increasing parking permit rates, appeals and lot closures.
* On-the-spot complex judgement is frequently required in situations of extreme time constraints such as emergency phone calls could be life or death situations, angry customers at front counter, appeals and dealing with mechanical failure (LPR, Pd machines) all could have a negative impact on the University.
* Situations arise where the incumbent must adjust plans and priorities to respond to changing circumstances, such as bad weather (snow removal), staff call-ins, and failure with software.
* Assessing risk and determining timelines for parking maintenance projects to minimize negative and maximize positive impact on the University.
* Must adapt knowledge and understanding for a number of policies, procedures and computer programs to resolve numerous broad based issues in all service areas. For example, managing the conflicting demands for parking services by Athletics community members and Trent parking customers in such a way that neither the Parking nor Athletics programs are negatively impacted and the best interests of the university are served. Situations are broad in scope and lack standard practice to resolve, as parking policies and procedures vary widely in the Ontario PSE sector.
* Incumbent requires analytical reasoning and critical thinking to plan and implement best practices for the operation of Parking Services by determining the potential effect on revenue, user satisfaction, safety and security of nearby parking operations, addition of new buildings, other infrastructure, enforcement and fee changes, technology improvements.
* Requires operational knowledge and understanding lay out of buildings, related policies, procedures, and computer programs: (Park-admin, Datatel, Cale Web Office, Excel, Moneris Point of Sale machine, Alertus Emergency Communication System,).

**Decision Making**

* The incumbent makes decisions regarding a budget of $1m plus in revenues and expenditures including staffing, maintenance, and third party resources.
* In absence of the Director Risk Management the incumbent may act in their place.
* During nights, weekends and holidays the incumbent may receive calls from dispatchers or on duty parking and security staff asking for advice and/or decisions. Call are generally serious and time sensitive.
* Policy and procedures assist with all planning and organizing of services provided to our clients. Open communication and consultation are available if there is any doubt. For the most part the individual will require the ability to work independently and as part of a team, as well as to shape and share the goals of the unit and to lead others in accomplishing its goals.
* For the most part polices are defined as to their intent, purpose and application, but the incumbent is required to brainstorm and act independently in making day to day decisions with staff regarding work flow, special requests, appeals and priorities.

**Impact**

* The incumbent applies job knowledge when analyzing, problem solving and takes initiative so that the impact of their decision is minimal to other departments and their clients.
* Failure to make appropriate decisions could result in loss of life, injury, property damage and financial damages. Plus the legal and reputational impacts on the University.
* Typical actions or decisions in parking extend to all University units, students, and external clients (visitors, donors, Athletics community members). Decisions regarding special events and night parking enforcement can have positive or negative depending on the situation. Working closely with internal clients (Development, Conferences and AC Staff) and external clients (Food Service Supplier, MNR, Bookstore, Child Care and Noblegen) regarding parking can make a difference to the success of a Trent event.
* The incumbent works proactively to make the provision of parking services appear seamless to clients by incorporating cross training, knowledge of policies and procedures like the Accessibility Audit information into routine visual checks. The incumbent keeps current regarding upcoming events throughout the University such as construction projects, special events, camps and changes in the academic/calendar year such as NSO, ISW, start-up of classes and exams.
* The incumbent must be able to use discretion and maintain confidentiality.

**Education Required**

General University Degree (3 year) or College Diploma (3 year) in Business, Information Technology, law and security or related disciplines is preferred. Canadian Certified Parking Facilities Manager (CCPFM) would be an asset.

**Experience Required**

1. Four years directly-related parking experience, preferably in a PSE environment, with at least two years’ experience in a supervisory position (hiring, training, and evaluation of personnel).
2. Demonstrated experience in service delivery and resource management including budget and financial accounting practices.
3. Demonstrated experience using parking system software and equipment.
4. Strong knowledge of privacy legislation, *Highway Traffic Act*, *Ontarians with Disabilities Act*, municipal parking bylaws and parking best practices in a university environment.
5. Strong knowledge of Security legislation, First Aid and Health and Safety.

**Responsibility for the Work of Others**

Direct Responsibility

* Parking Administrator
* 2 FTE Parking Services Representatives
* TUEFRT, Walkhome Coordinator
* TUEFRT Governing board
* 16 student dispatchers

Indirect Responsibility

* 6.5 FTE Security Guards regarding parking enforcement at night and on weekends
* 6 Walkhome Team leaders (reports to the TUEFRT Walkhome Coordinator)
* TUEFRT members
* Supervisors and managers in departments who are authorize temporary parking permits on behalf of Parking Services (Athletics, Conferences and PVP executive assistants)
* Contractors doing paving, sweeping, snow removal, line painting, sign repairs

**Communication**

Internal:

* Parking– (Colleagues, faculty, staff, students, university officials and visitors)
* Director of Risk Management – Communication updates regarding parking, or risks relating to
* Student dispatchers – communications of policies, schedules, duties and other assignments.
* Security Guards – Special functions like convocation, building access/schedules, security concerns regarding lost keys, parking control
* Housing - Parking
* FM Managers and Staff – Parking and Access Control Projects
* Athletic Director – shared parking resources, events and expenses
* Finance - Budgets
* Purchasing- RFP, purchase orders and contracts
* HR Managers and Staff – Staff inquires, payroll, employee green cards, employee status
* Ancillary and TCSA Transportation Committees
* Alumni and Conference Services – large special events

External:

* Suppliers of Pay and Display units and software providers (ParkAdmin, Cale)
* External Contractors and Architects with regards to projects such as the parking lots and buildings.
* Ontario Campus Parking Association (OCPA) members regarding best practices for parking
* City representatives regarding parking by-laws, community sports areas
* London Property Corporation managers
* External Clients- who require parking services. Individuals who work at the university but as a separate organization: Food Services, Follett, Health in Motion, Trent day Care, MNR, ICAV, Noblegen, Suppliers and Contractors.

**Motor/ Sensory Skills**

* Fine motor skills and dexterity –computer skills for word processing, keyboarding, telephone, fax machine, laminating machine, cameras, and handling cash
* Hearing- Listen to clients inquires and concerns via telephone and direct communication
* Sight – Reading emails, relative information, observation of staff and clients behaviour, reading stamped lock codes, blueprints and keying charts
* Know the standard operations for Parking vehicles, clamps and hardware.
* Motor skill – operating of vehicles when required.

**Effort**

Mental:

* Concentration and focus – reading and mental problem solving; concentration required to work on Parking strategic plan, infrastructure projects and other issues while front line staff respond to customer queries regarding keys, parking, security and card inquires.
* Frequent interruptions and distractions from walk-in traffic, telephone and emergency emails.
* Ability to move from one task to another rapidly and accurately
* Strategic planning

Physical:

* Sitting and remaining motionless; key boarding and reading
* Frequent inspection of parking facilities requires walking
* Able to physically operate a motor vehicle and remove a wheel clamp.

**Working Conditions**

Psychological:

* Complaints - regarding change of policies and procedures relating to controlled parking, access control, regarding paid parking, snow removal, accessible parking etc., second level parking appeals, deal with confrontational people regarding clamping/tows, deal with people regarding collections outstanding tickets,.
* Some clients become extremely agitated and verbally abusive
* Interruptions – Open door policy to internal/external clients and staff.
* Time pressures – Due to start-up of classes in Sept, January, year-end budgets, project deadlines