
Auburn University Job Description

Job Title:	Mgr, Parking Operations	Job Family:	No Family
Job Code:	NC12	Grade 34:	\$45,100 - \$75,100
FLSA status:	Exempt		

Job Summary

Reporting to the Director of Transportation Services, responsible for the overall day-to-day management of parking operations including supervising Parking Services office and enforcement staff and ensuring a positive parking experience for each customer and patron through exceptional customer service. Provides administrative and technical support to enhance parking operations and assists the Director in the development of long-term plans and strategies for parking inventories and traffic regulations.

Essential Functions

1. Moderates daily issues which occur with the enforcement of regulations in order to secure a satisfactory and equitable outcome.
2. Establishes the traffic and parking requirements for on-campus events and assists other areas in planning and implementing the required actions of the event to include managing game day towing, vehicle release, answering questions, and resolving issues which may occur.
3. Plans, implements, and manages the registration of vehicles and the sale of parking permits. Examines proposals relating to the formation of new or revised parking regulations as to their need and practicality.
4. Clarifies, educates, and offers options for solutions to students, employees, visitors, and parents that may have questions about parking regulations and where violations may occur.
5. Develops budgets for area of responsibility and assists in departmental budget preparation, policy development, and short and long term planning for Parking Services.
6. Researches, recommends, and implements new parking services technologies that will benefit the University. Communicates changes in parking zones, regulations, registration, and other parking related matters to faculty, staff, and students.
7. Communicates information to the Director of Transportation Services pertaining to the resolution of issues referred from parents, visitors, and students.
8. Makes recommendations concerning student discipline for continued violation of parking regulations; represents the department at the Appeals Board.
9. Ensures the effective management of employees including hiring, orientation, training, mentoring, supervising, evaluating, and supporting ongoing professional development to promote well-informed and motivated staff and excellent customer service at all levels.
10. Performs other related duties as assigned by the Director of Transportation Services.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Management, Operations Management, Public Administration, or related field.
Experience (yrs.)	5	Experience in supervision and operations management.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of management principles and practices and operations management.

Certification or Licensure Requirements

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires standing, walking, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/7/2018
