



**OUR VISION:**

*To be the acknowledged leader in public assembly venue management in the region*

**OUR MISSION:**

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

**OUR VALUES:**

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

<b>Job Title</b>	Parking Manager	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Events	<b>Classification #</b>	8207
<b>FLSA</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	216
<b>Position Status</b>	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<b>Revision Date</b>	New January 2014

**Classification Description:**

Manage, coordinate and oversee the activities of contracted staff responsible for providing parking services for events during special engagements, peak seasons, and as needed during other times of the year. Staffing typically includes traffic directors and parkers, parking cashiers and parking supervisors. Liaise with clients, venue and contracted staff to provide information and assistance during events, such as security, Portland Police, and shuttle bus and lighting operations. Ensure compliance with established policies, procedures, programs and services.

**Duties and Responsibilities:**

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Manages, coordinates and oversees the work of contracted venue parking staff, operations staff and security staff during assigned events.
2. Monitors, oversees and liaise with contracted staff including City Center, Starplex, Portland Police, Shuttle Bus drivers and dispatchers, Hollywood Lights, etc.
3. Plans, prioritizes, assigns, supervises and reviews the work of staff responsible for parking operations.
4. Determines staffing needs based on seasonal and special events. Prepares and reviews schedules and methods for providing parking services; identifies resource needs; reviews needs with appropriate senior management staff; and allocates resources accordingly.
5. Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, and responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer environment.
6. Recommends and assists the Ticket and Parking Services Manager in the implementation of goals and objectives; implements approved policies and procedures.



7. Conducts field inspections. Ensures on-site and shuttle operations are running smoothly and are in compliance with safety standards, observes potential problems, and determines maintenance needs.
8. Responds to public inquiries and complaints; investigates as needed. Provides information and assistance.
9. Receives emergency calls. Assesses problems and coordinates actions; calls for emergency services as needed.
10. Prepares analytical and statistical reports on parking operations and activities and prepares written evaluations.
11. Attends and participates in staff and group meetings as requested; stays abreast of new trends and innovations in the field of parking administration.
12. Maintains an inventory of parking supplies, signage, etc.; requisitions as needed.
13. Places and monitors way-finding signage and adjusts as needed.
14. Assists with traffic control during special events.
15. Assists with selling parking passes and cash handling when needed.

#### **Secondary Functions:**

1. Other duties which may be necessary or desirable to support the agency's success.

#### **Supervisory Responsibilities:**

When managing events, this position has full authority to direct the workforce, make on-the-spot management decisions, and initiate the disciplinary process, including sending staff home pending investigation and potential discipline. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.

#### **Education and/or Experience; Certificates, Licenses, and Registrations:**

- Associate's Degree public relations, business administration, parking administration or related field, and
- Two years experience in parking administration/public safety, event management; including one year of supervisory or lead responsibility or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Possess or have the ability to obtain an appropriate, valid driver's license.
- Must possess a current and valid Cardiopulmonary Resuscitation Certification

#### **Knowledge, Skills and Abilities:**



- Operations, services and activities of a parking lot program
- Principles of supervision, training and performance evaluation
- Principles and practices of parking lot administration
- Pertinent Federal, state and local laws, codes, and regulations
- Office procedures and computers
- Use and care of radio transmitters and receivers
- Principles of business letter writing and basic report preparation
- Coordinate multiple projects at one time
- Communicate clearly and concisely, both orally and in writing
- Work effectively with the general public
- Interpret and explain Metro policies and procedures
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Focus and maintain a calm demeanor in a high-paced environment
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional and polite even while dealing in difficult situations with others
- Work various shifts, including evenings, weekends and holidays
- Work outdoors in all types of weather conditions
- Fulfill Metro's employee values of public service, excellence, teamwork, respect, innovation and sustainability
- Maintain physical condition and dexterity appropriate to the performance of assigned duties and responsibilities which may include the following:
  - Walking, standing or sitting for extended periods of time
  - Operating assigned equipment
  - Lift, push, pull and/or carry objects up to 25 pounds
- Maintain effective audio-visual discrimination and perception needed for:
  - Making observations
  - Communicating with others
  - Reading and writing
  - Operating assigned equipment and vehicles
- Principles of effective customer service

**Physical Demands / Work Environment:**

- Majority of work is completed in an outdoor environment
- Frequent walking and standing

*“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee*



A SERVICE OF METRO

*will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”*

APPROVED

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\_\_\_\_\_  
MERC General Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
MERC Human Resources Manager

\_\_\_\_\_  
Date