

Classification Description

Title: Assistant Parking and Dock Manager
Department: Oregon Convention Center
Job Code: 1380
Pay Grade: FE
FLSA Status: Exempt

Bargaining Unit: Non-represented
Established: 6/2022
Revised:
EEO Category: Administrative Support

CLASSIFICATION DESCRIPTION

Assist the Parking & Dock Manager with a range of duties that enhance the guest experience at the Oregon Convention Center (OCC). Provide additional Parking and Dock points of contact during busy events and business hours. Assist in the supervision and coordination of contract parking labor, variable hour Dock Agents and Dock Marshals, parking equipment supplies and investigating equipment malfunctions.

DISTINGUISHING FEATURES

This is a single unit classification distinguished by levels of responsibility, supervision of assigned staff, reporting structure, planning and budget responsibility.

DUTIES AND RESPONSIBILITIES

1. Supervises the staff and coordinates the activities involved in Parking and Dock operations.
2. Collaborates and coordinates Parking and Dock services with clients and Event Managers; Provides policies, procedures and settlement process assistance.
3. Maintains and repairs equipment used for parking and dock operations, as assigned.
4. Coordinates facility parking services with staff, clients, promoters and outside agencies.
5. Under direction of the Parking and Dock Manager, provides supervision of contracted parking services and repair service providers.
6. Backup Receiving dock assistance; accepting and distributing mail, parcels and freight for OCC business operations and events.
7. Trains employees; plans, assigns, and directs work; addresses complaints and resolves problems and performs other related responsibilities.
8. Provides customer service training to staff on an ongoing basis.
9. Oversees cash handling policies and credit card transactions.
10. Backfills for subordinate staff at events.
11. Ensures work is performed in compliance with codes, ordinances, regulations and other requirements for OSHA and other agencies.
12. Performs other duties which may be necessary or desirable to support the agency's success.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.

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2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma or G.E.D. and,
- One year of directly related experience and,
- One year of supervisory experience or two years of lead experience or,
- Any combination of experience and education that provides the applicant with the desired skills, knowledge and ability required to perform the job.

Special Requirements:

- Possess or obtain within three months of hire Cardiopulmonary Resuscitation Certification.
- Possess or obtain within three months of hire Trained Crowd Manager or similar industry certification or training.
- Ability to earn CPR certification within 6 months of hire.

Knowledge, Skills and Abilities:

- Knowledge of computer software programs: Microsoft Outlook, Teams, SharePoint, Word, Excel.

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- Skill in budgeting methods and principles, including cash/revenue management.
- Ability to gather data and generate reports; and the ability to learn new programs, including ongoing maintenance and administration.
- Ability to apply Interpersonal and customer service skills and teamwork.
- Ability to maintain accurate and complete business records.
- Ability to train and motivate staff.
- Ability to supervise, plan, schedule, organize, implement and evaluate tasks and activities of staff.
- Ability to coordinate work activities with others who have different priorities.
- Ability to use mechanical and/or specialized equipment.
- Ability to understand basic math skills.
- Ability to resolve business and client issues and concerns independently.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from assigned Supervisor or Manager.

SUPERVISION EXERCISED

- Full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment; computer software including MS based word-processing and spreadsheets. Additional equipment used may include parking equipment, handheld payment devices and anything that might be dependent on the location of the position.

WORK ENVIRONMENT

- Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule. Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required. Incumbents may be required to lift and carry up to 10 pounds.

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The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.