



Position Recruitment Notification

Job Classification: Parking Facilities Supervisor

Employment Status: Full-time
Annual Salary/Grade: \$60,000 - \$85,000 +/-DOQ/Grade 8 PM
FLSA: Exempt
Union: Non-Union
Employment Commission: N/A

Deadline for Application: First review of applications April 22, 2024

POSITION SUMMARY:

The Parking Facilities Supervisor serves the public through effective supervision, planning and coordination of activities and operations associated with the Village of Oak Park parking facilities. The employee in this position will provide assistance to the Parking and Mobility Services Manager in coordinating services to all Village facilities and provide users of the parking facilities with a superior level of customer service from staff and contractors and by ensuring the facility and its components are structurally sound, clean and working as required.

Hiring staff encourages applications from those who are passionate about parking, mobility, and public service but may not meet the preferred experience and training requirements listed on the description. Applicants are encouraged to articulate what educational and training experiences they believe are equivalent on their application.

INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link:
<https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=637741892>. For additional information on the position visit our website at <https://www.oak-park.us/your-government/human-resources-department>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: jobs@oak-park.us; or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package that includes a retirement plan, deferred compensation program, social security, health & life insurance, vacation, sick leave & other benefits.

A COPY OF THE POSITION DESCRIPTION IS ATTACHED

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce and strongly encourages applications from candidates of color.



PARKING FACILITIES SUPERVISOR

Department: Development Services

FLSA: Non-Union Exempt

Pay Band: 8-PM

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

This position serves the public through effective supervision, planning and coordination of activities and operations associated with the Village of Oak Park parking facilities. The employee in this position will provide assistance to the Parking and Mobility Services Manager in coordinating services to all Village facilities and provide users of the parking facilities with a superior level of customer service from staff and contractors and by ensuring the facility and its components are structurally sound, clean and working as required.

SUPERVISION

Receives direction and supervision from the Parking and Mobility Services Manager.

Exercise direct supervision over parking facility operations staff including contractors.

Directly responsible for contracted services and personnel, such as parking revenue and access control equipment, pay-by-plate parking terminals, mechanical services, facility janitorial services, facility maintenance services, landscaping, pest control, snow & ice removal, security, and customer support services.

EXAMPLES OF DUTIES - *Essential and other important duties and responsibilities may include, but are not limited to the following*

Essential duties and responsibilities

1. Coordinate the organization, staffing and operational activities of the parking facilities, which include garages, lots, and on-street pay-by-plate parking terminals integrated with mobile pay technology.
2. Recommend and assist in the implementation of goals and objectives; establish schedules for all shifts, implement policies and procedures.
3. Assist in selecting, training, motivating and evaluating parking facility personnel; provide and coordinate staff training; work with employees to correct deficiencies; initiate disciplinary actions.



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4. Coordinate the activities of contract employees with their supervisor to ensure their performance is meeting the needs of the Village of Oak Park.
5. Direct, coordinate and review the work plan for parking facility operations to identify and resolve problems; assign work activities, monitor revenue flow; review and evaluate work products, methods and procedures.
6. Participate in the preparation and administration of the parking facilities budget; collect and organize data.
7. Identify opportunities for improving the parking facilities, service delivery methods and procedures; review with appropriate management staff, and implement improvements.
8. Regularly communicate with group accounts and businesses directly associated with the use of the parking facilities to ensure that their needs are met within the policies and procedures of the Village.
9. Assist in the preparation of parking plans for temporary closures to facilities due to planned and unplanned events; such as maintenance, repairs and snow removal.
10. Identify services needed from independent contractors and assist in development and scoping of requests for proposals (RFPs).
11. Support long-range plan and sustainability goals for Active Transportation, Vision Zero, and other multi-modal services.

Other important responsibilities and duties:

1. Develop and maintain preventive maintenance procedures for parking equipment (gates, splitters, card readers, license plate readers, pay stations, and meters for all parking facilities.
2. Manage and make necessary operational adjustments to insure optimal usage levels within the parking facilities.
3. Conduct audits of monthly and transient parking through the review of permit usage and revenue control equipment.
4. Prepare and maintain any and all reports, records and related event histories as assigned; develop and monitor information databases.
5. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of parking, mobility, and sustainability.
6. Maintain monthly validated parking accounts through billing and collection.
7. Inspect facilities for safety and cleanliness regularly, and act upon deficiencies when necessary.
8. Conduct on-site training for new parking facility employees and contractors and conduct on-going training updates for all employees.



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9. On call and available 24 hours a day for emergencies.
10. Ensure that all contracted services are conformed and adhered to as specified.
11. Assist other Parking and Mobility Services Staff as directed.
12. Perform related duties and responsibilities as required

QUALIFICATIONS

Knowledge of:

- General operational and maintenance procedures for multi-level parking structures, surface lots, and on-street pay-by-plate parking terminals and meters
- Staffing requirements and staff functions required to operate multi-level parking structures
- Supervision of contract employees
- Microsoft Office including Word, Excel, and Outlook
- Business letter and report writing
- Principles and procedures of record keeping
- Business math
- Principles of supervision, training and performance evaluation
- Automated and manual parking revenue control systems
- Basic accounting practices and procedures with particular emphasis on establishing appropriate internal controls related to revenue-generating parking facilities
- Pertinent local laws, codes and regulations related to the operation and maintenance of parking structures

Ability to:

- Ensure best in class customer service is provided to both internal and external customers and also embrace, support, and promote the Village's core values.
- Organize the work of staff and make job assignments that make efficient and effective use of staff; review work assignments to ensure that they are properly completed
- Supervise, train and evaluate the job performance of staff



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- Interpret, explain and apply Village parking policies and procedures to a variety of audiences
- Interpret and manage complex contracts
- Analyze and evaluate new program techniques, methods and procedures; make recommendations based on improving services and/or reducing operations costs
- Provide excellent customer service
- Prepare comprehensive reports including the presentation of information in table or graphical form
- Communicate verbally in a clear and concise manner
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Maintain reasonable and predictable attendance
- Work some evenings and weekends as defined by operational needs: May be required to respond in the event of an emergency.

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned equipment vehicles*

Maintain physical condition 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 and vehicles*

Experience and Training Guidelines

Experience: Four (4) years of increasingly responsible public or private parking facility management, and parking and mobility experience, including one year of administrative and supervisory responsibility. Combination of training and experience will be considered. **AND**

Training: Possession of a Bachelor's Degree from an accredited college or university **AND**

License: Possession of a valid Illinois Driver License.



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WORKING CONDITIONS

Travel from site to site; some exposure to dust and noise, standing, climbing, stooping, walking for extended periods of time; may work at heights; work in inclement weather conditions. Exposure of hot, cold, wet, humid or windy conditions caused by weather. Contact with water or other liquids.

Diversity Equity & Inclusion Statement

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.