

PARKING FACILITY SUPERVISOR

SUMMARY:

Under limited supervision oversees the operation of garages and surface lots, supervises USA parking employees, handles emergencies as they pertain to facilities and acts as the City's representative after hours; performs others duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are **not** in any hierarchical order)*

1. Acts as a representative for management at the cashier booths.
2. Supervises cashiers and attendants; ensures staffing is at proper levels.
3. Assists cashiers during close out to make certain all funds are properly accounted for and deposited.
4. Responsible for preparing all shift reports.
5. Acts as a liaison with USA staff to ensure proper operation.
6. Responsible for the inspection of the facilities to make certain they are clean and safe.
7. Ensures all policies and procedures are followed, especially those concerning cash handling and customer service.
8. Responds to emergencies and notifies proper authorities.
9. May do minor emergency repairs to the equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Skills in mechanical and computer operation.
- Knowledge of cash handling and customer service.
- Ability to troubleshoot and resolve situations.
- Ability to communicate effectively both verbally and in writing with City Staff, Administration, and members of the public.
- Ability to direct the activities of others.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate work in an outdoor setting. This position is subject to outdoor weather conditions and loud noise. There is frequent need to stand, walk, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch or crawl, reach with hands and arms, and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing. This position may also require the use of City vehicles on City business. Individuals must be physically capable of operating the vehicles safely and have an acceptable driving record.

MINIMUM QUALIFICATIONS: High school diploma or GED and four (4) years related experience, supervising parking garages and surface lots, or any equivalent combination of training and experience. One (1) year of experience may be substituted for the Certified Parking Facilities Manager certification. A valid Florida driver's is required.