

## PARKING SECURITY SUPERVISOR

**SUMMARY:** Under limited supervision, oversees all contracted security and staffing in the parking facilities. Conducts audits, inspections, identifies potential security problem areas, meter bagging, enforcement and provides technical advice. Monitors all City parking facilities and reports all suspicious activity to proper enforcement agency. Provides general maintenance and repairs to all parking facility property to ensure they are working properly; performs other 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. Programs and maintains data in the facility access control computer in order to authorize appropriate employee access level for entry into facilities.
2. Assesses security needs and controls employee and visitor access to buildings and property and ensures only authorized entry.
3. Provides assistance to patrons when necessary which include, but not limited to, escort to vehicle, assistance with equipment, entering/exiting a garage and any other parking related issue.
4. Monitors and operates multiple CCTV monitors and cameras in order to conduct video surveillance and record activities at varied locations from a central station.
5. Supervises the work activities of all contracted vendors. Keeps constant communication with contracted supervisors to ensure all information exchanged is accurate and up-to-date.
6. Patrols buildings and grounds; responds to and reports unusual incidents or occurrences in order to minimize or deter the development of hazardous or dangerous situations.
7. Monitors and controls all alarm systems in the parking facilities.
8. Documents information on unusual incidents; establishes, creates, updates and maintains manual and automated filing systems and controls access to confidential information.
9. Provides job training to new security personnel and evaluates contracted staff.
10. Evaluates and documents contractors performance and provides feedback.
11. Operates and maintains a two-way communications system in order to remain in constant radio contact with other contracted personnel.
12. Evaluates special security requirements of high risk areas and provides technical advice.
13. Covers and uncovers meters when requested.
14. Performs spot audits on all contracted staffing in the field. Audits and reconciles all facility tickets and reports daily and documents any discrepancies. Communicates concerns to WPB management.
15. Enforces City and State parking statutes and writes tickets for violations.
16. Immobilizes and removes parking boots on vehicles that are in violation of statutes.
17. Performs related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:** *(Based on area of assignment)*

- Familiar with alarm and fire suppression systems.
- Work effectively at night in highly stressful conditions.
- Establish and maintain courteous and effective working relationships with contractors, co-workers, patrons of WPB and management.
- Communicate clearly and concisely both orally and in writing for the purpose of obtaining and disseminating information.
- Work independently with minimal supervision.
- Exercise diplomacy when dealing with people in sensitive situations.
- Apply active listening techniques in order to obtain complete and accurate information.
- Function effectively as a member of a team.
- Apply the principles of supervision to direct the work activities of subordinates and contractors.
- Analyze information and draw logical conclusions.
- Rapidly prioritize a variety of tasks and take appropriate action.

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- Operate a personal computer and standard office equipment to perform simple clerical tasks.
- Effectively operate a variety of communications equipment and security alarm systems.
- Apply first responder techniques in performing emergency first aid (e.g. triage, CPR, etc.).
- Control uncooperative subjects.
- Ability to establish and maintain effective working relationships with those contacted in the course of the workday.

**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. 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. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

**MINIMUM QUALIFICATIONS:** High school diploma or GED and three (3) as DPS Security Officer, a security officer, military police officer or law enforcement officer involving public contact, or equivalent combination of training and experience. One (1) year lead/supervisor experience, required.

A valid Florida driver's license is required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.