Title: Parking Facility Superintendent

Pay Scale Group: 09

Essential Function

Under general supervision from a designated supervisor, supervise parking attendants and promote total customer service. Monitor traffic and parking facilities, perform minor mechanical repairs and enforce parking rules and regulations.

Characteristic Duties

1. Supervise and train parking attendants and student workers. Assign work and monitor service levels. Evaluate subordinates performance and attendance and adherence to departmental policies and procedures.

2. Enforce parking rules and regulations and resolve and mediate customer disputes and/or service problems. Monitor parking facilities and traffic flow and assist attendant when needed.

3. Utilize computer system to analyze parking issues and generate various reports. Program key cards and parking facilities equipment as needed.

4. Collect and secure monies. Repair and troubleshoot equipment as needed.

5. Perform duties of parking attendants as needed, including traffic flow assistance.

6. Perform related duties based on departmental need.

Unusual Working Conditions

- Exposed to extreme weather conditions. Shifts may vary based on departmental need.

Minimum Qualifications

- High school diploma or equivalent and one (1) year of retail, customer service or cash handling experience. Must have valid driver’s license.

Last updated: November 2003