Summary of Duties: Supervises the operation of a major parking facility; develops and enforces procedures for the collection, recording, and controlling of parking fee revenue; and does related work.

Distinguishing Features: A Parking Services Supervisor is responsible for the operation of a major paid parking facility with an extremely high patron turnover rate, and supervises Senior Parking Attendants, Parking Attendants, and other employees involved in parking control work. An employee of this class is responsible for the accurate recording, control, and security of considerable parking fee revenue which is collected from patrons continuously during the hours of parking lot operation, usually on a multi-shift basis. A Parking Services Supervisor is responsible for maintaining favorable public relations with patrons while at the same time assuring proper use of parking facilities. An employee of this class may arrange parking for City officials, reporters, and guests during special activities and events and for employees visiting on business. An employee of this class may also be responsible for making studies of present parking policies and for making recommendations to solve specific parking problems.

In addition to the above responsibilities, an employee of this class may be responsible for the operation of City parking lots and areas used for the parking of privately-owned employee's automobiles, including those of City Council members and their staffs, City executives, and employees on mileage. Included are parking lots in the central Civic Center District with attendants assigned to them and in outlying districts that do not have assigned attendants.

The class of Parking Services Supervisor differs from the class of Parking Manager in that the latter has long-range planning and administrative responsibilities for the development and management of City-operated employee and public pay parking facilities in the Civic Center area and at other locations.

The responsibilities of a Parking Services Supervisor are different from those of the Senior Park Services Attendant in charge of pay parking lots at certain City recreational facilities in that traffic at lots under the supervision of a Parking Services Supervisor is characterized by considerably greater routing and placement problems, and a much higher volume and rate of turnover and fluctuation. On days of peak activity, a Parking Services Supervisor is responsible for the collection, recording, and control of considerably larger amounts of revenue received in more concentrated amounts over longer periods of time.

Examples of Duties: Plans, directs, and coordinates the operation of a major parking facility; schedules working hours and duty assignments...
of subordinate supervisors and full-time and part-time employees
engaged in collecting parking fees from patrons and directing patrons
to parking stalls; trains employees in their work; ensures that
employees are furnished with forms needed for their work; prepares
daily traffic routing and parking pattern plans, based on types of
activities or events scheduled; develops policies and procedures for
collecting, safeguarding, recording, depositing, and controlling
parking fee revenue collected from patrons by parking lot employees;
periodically inspects parking facilities to ensure proper use by
patrons, proper traffic routing and placement, and proper fee
collection by employees; resolves patrons' complaints not resolved by
subordinates; prepares reports of parking operations for department
management; determines where cars of City officials, reporters, and
guests can be parked during special activities and events, and directs
subordinates in the control of such parking; makes studies of parking
problems and recommends solutions.

Makes periodic inspections of parking lots in outlying districts to
assure their proper use; notifies applicants for parking spaces when
parking permits can be issued to them; determines seniority order of
employees for assignment and reassignment to spaces on fee parking
lots; advises employees of procedures to follow to request special
parking lot assignments in hardship cases; maintains files of parking
records; and may occasionally be assigned to other duties for training
purposes or to meet technological changes or emergencies.

**Qualifications:** A good knowledge of the methods of efficient
operation of a major parking facility with a high rate of patron
turnover, and a greatly fluctuating volume of patron traffic; a good
knowledge of parking lot traffic routing and control; a good
knowledge of work planning, assignments, and scheduling according to anticipated
fluctuation patterns in parking lot traffic volume; a good knowledge of
methods of collecting, recording, and controlling a high volume of
parking fee revenue collected from patrons; a good knowledge of safety
regulations and precautions pertaining to the maintenance and
operation of a parking facility; a general knowledge of memoranda of
understanding applicable to subordinate personnel; a general knowledge
of supervisory principles and practices; a general knowledge of laws
and regulations related to equal employment opportunity and
affirmative action; general knowledge of Civil Service Commission
Rules; the ability to deal tactfully and effectively with officials,
employees, and the public; the ability to anticipate the amount and
fluctuation of parking lot traffic volume for various types of
activities and events; the ability to plan the routing and placement
of cars based on such anticipation and to effect changes of plan on
short notice; and the ability to write reports and keep records.

Two years of experience in supervising employees engaged in the
operation of a paid parking facility, including the on-site
collection, security, and processing of parking fees.

**License:** A valid California driver's license is required.
Physical Requirements: Strength to perform average lifting up to 15 pounds and occasionally over 25 pounds; good hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.