Job Title: Manager, Parking Operations

BCAT Code: 09NX65  Effective Date: November 1, 2013
Pay Grade: G15    FLSA Status: Exempt  Revision Date: November 1, 2013

General Description
Under the direction of the Assistant Director of Parking and Transportation, assists in the administration of the University’s parking program and provides utilization reports for the management of University parking facilities.

Examples of Duties
- Reconciles ScanNet parking management systems; prepares occupancy and turnover reports.
- Maintains upgrades of ScanNet applications; troubleshoots the parking management software.
- Drafts written parking procedures.
- Supports the citation appeals process by providing the appropriate photographs of alleged violations to the citation appeals boards.
- Handles complaints from faculty, staff, students, and visitors related to parking operations.
- Gathers, reviews, and verifies the accurate completion of daily parking operations reports.
- Maintains the reconciliations of monthly accounts in Parking facilities, the daily event parking validations, pay-on-foot payment machine(s), and automated parking exit stations as assigned.
- Assists in the development of checklists to help monitor performance of contracted services and in the identification of methods and approaches to resolving parking operations problems.
- Coordinates facilities and equipment maintenance, and repair services in parking facilities.
- Manages, plans, schedules, trains, and directs the activities of the various shift parking supervisors and parking attendants, such as time-keeping and performance reviews.
- Performs monthly parking deck walks through with the Assistant Director of Parking and Transportation.
- Collaborates with the Director of Marketing and Administration Support and the Assistant Director of Parking and Transportation to publicize information concerning Georgia State University (GSU) parking operations to the community.
- Performs other duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of applicable federal, state, Board of Regents (BOR), University System of Georgia (USG), and Georgia State University (GSU) laws, rules, and regulations.
- Knowledge of parking operations and transportation systems.
- Knowledge of computer operations, such as word processing, spreadsheets, and database programs.
- Ability to supervise and direct the work of others.
- Ability to make sound decisions and use good judgment.
- Ability to coordinate multiple projects simultaneously.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor's degree and three years of related experience with two of those years in a supervisory or management capacity; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources    Classification Section