

Parkade Leader

DEFINITION

This class is concerned with working field supervision of a city operated public parking facility. Responsibilities extend to the overall efficiency and effectiveness of the parkade operations; the maintenance, safety and security of the parkade facility; the development and deployment of staff and the collection, control, and handling of cash. As the site supervisor, incumbents in this class make operations decisions and set priorities in relation to the ongoing demands of the facility.

Incumbents in this class work under the general supervision of a Parking Operations Supervisor, making daily operations decisions and ensuring that parkade operations conform to policies related to fee collection, facility condition and maintenance, customer satisfaction, Occupational Health and Safety, environmental compliance, etc.

Incumbents in this class are responsible for parkade staff training and evaluation, safety training and enforcement, and recommending discipline (including the first level of written documentation).

TYPICAL DUTIES*

Schedules staff shift deployment in order to ensure adequate coverage in relation to parkade facility patronage patterns.

Trains and evaluates the ongoing performance of staff, providing instructions when required and recommending the hiring and release of staff where appropriate.

Supervises the day to day operations of the parkade and related facilities, assigning tasks to staff, maintaining and approving work records, providing responses to customer enquiries, and dealing with customer complaints in the appropriate manner.

Ensures that parkade facilities remain in good operations condition, ordering repair and maintenance to equipment and machinery, providing access to facilitate maximum patronage, and initiating maintenance to mechanical and lighting systems as required.

Assists patrons (monthly, casual, etc.) with problems or concerns, and reports incidents to the supervisor as required.

Contacts parking equipment maintenance providers for repairs and maintenance as required.

Responds to unusual or emergent situations and ensures that health, safety and environmental protection standards are met.

Oversees the cash handling and control procedures to ensure compliance to corporate cash handling policies, supervises the collection and security of monies collected, balances, proofs, and deposits cash receipts as per cash handling procedures and provides follow up on cash shortages, overages and un-accounted for tickets issued.

Ensures that staff are aware of procedures in place to respond to emergencies, customer complaints or in distress, cash handling procedures, operation of computer equipment, etc.

Makes recommendations concerning changes to existing procedures, evaluation of new equipment, machinery, computer hardware and software, etc. for future use within the parkade facility, etc.

Provides the supervisor with accurate reports of facility usage, operations data, patronage trends for budgetary and planning purposes, etc.

Ensures adequate supplies of materials, equipment and associated supplies to maintain an effective parkade operation.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the equipment, procedures, and policies within civic parkade facilities and ability to train and evaluate the performance of facility attendant staff.

Ability to effectively supervise the daily ongoing activities of parkade operations staff including performance monitoring, attendance management, cash control and Occupational Health and Safety compliance.

Ability to initiate an appropriate response to changes in priority, emergent situations, etc.

Ability to communicate effectively with the public on matters related to service delivery, problem resolution, etc.

Ability to build and maintain an effective team and provide a high level of customer service.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.

Ability to perform heavy manual labour for periods of time and to work under inclement conditions as required.

Skilled in the operation and problem diagnosis of parkade access control equipment, facility mechanical and associated systems.

Knowledge and understanding of various computer applications.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Grade 12 supplemented by training including Level I and Leading People for Results.

A minimum of 3 years of progressively responsible parkade operations experience including cash handling, customer service and dealing with the public and some supervisory experience.

Valid Class 5 Alberta Drivers License, City Driving Permit.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	1906			

Last Updated:
Previous Updates:
Originated:

2005-02