

## MANAGER - PARKING SERVICES\*

### **Function of Job:**

Under general direction of designated supervisor, to be responsible for management/operation of a parking services department, including vehicle registration, parking enforcement/appeals, supervision of assigned staff, development of departmental policies/regulations, budgets, parking meters maintenance and collection of revenues.

### **Characteristic Duties and Responsibilities:**

1. Manage and coordinate all college/university parking facilities, including permit and enforcement processes and special needs parking.
2. Provide parking assistance and information for faculty, staff, students and visitors.
3. Provide current parking services policies, regulations and procedures to faculty, staff, students and visitors, and report changes as they occur through appropriate media.
4. Provide clarification of parking regulations/procedures, both verbally and written, to resolve complaints and ensure regulation compliance.
5. Provide reports, statistics and recommendations for program review/improvement, utilizing computerized parking system.
6. Provide training to staff in proper delivery of services and direct/lead staff in providing quality customer service.
7. Coordinate with appropriate offices directly involved in the integration of parking information with other computerized systems.
8. Maintain/upgrade all software and associated hardware related to parking services.
9. Administer the parking appeals process, including the review of all first appeals and providing information/guidance to Appeals Board.
10. Ensure that all parking violations are enforced fairly and consistently, and that enforcement is in the best interest of the college/university.
11. Perform other related duties, as assigned.

### **Minimum Acceptable Qualifications:**

1. Associates degree in business, police science or related field and three years of experience in the parking management field, with at least two years in a supervisory capacity or equivalent.
2. Experience in budget preparation/control.
3. Experience in hostile conflict resolution.
4. Ability to communicate effectively, both orally and in writing.
5. Experience with data-based automated systems.

8/15/94 \_\_\_\_\_  
System Approval

8/15/94 \_\_\_\_\_  
Effective Date

**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**

---

\* Revised - original approved 7/18/85 as "Supervisor - Parking Lot Control".