CLASS TITLE: **Operations Manager - Airport Parking**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, directs and supervises the operations and maintenance of a municipal airport's parking garage facilities; and performs related duties as required.

**ESSENTIAL DUTIES:** Inspects parking facilities and grounds for safety hazards and general physical conditions; supervises the maintenance of parking facilities and grounds including the inspection of automated parking equipment and cash registers, the removal of abandoned or prohibited vehicles and snow removal operations; supervises and trains cashiers, garage attendants, ground transportation personnel and custodial workers; ensures that stations are properly staffed; coordinates efforts with security personnel to provide security for patrons and to minimize traffic congestion; resolves problems concerning facilities such as parking fee disputes, customer complaints and equipment malfunctions; opens and closes garage sections as capacity levels fluctuate; prepares daily operational reports.

**MINIMUM QUALIFICATIONS:**

**Training and Experience.** Three years of progressively responsible parking facility operations experience including one year of supervisory experience, or an equivalent combination of training and experience.

**Knowledge, Abilities and Skill.** Considerable knowledge of parking garage management. Considerable knowledge of parking garage safety and inspection procedures. Considerable knowledge of vehicle traffic flow patterns and responses.

Ability to supervise, organize and evaluate the activities of staff. Ability to perform parking facility inspections. Ability to resolve parking facility disputes. Ability to access multi-level facilities.

Good oral and written communication skills.

**Working Conditions.** Inside: Unavoidable exposure to fumes, noise, dust and atmospheric conditions. Outside: Unavoidable exposure to unfavorable atmospheric conditions or extreme temperatures. Unavoidable exposure to noisy, dusty, oily or wet environment.

**Equipment.** Two-way radio, pager system and standard office equipment.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.