

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: SUPERVISOR, PARKING

Reports To: Designated Supervisor

UW Job Code: 7113

UW Job Family: 71 - Service/Maintenance/Security Supervision

SOC Code: 33-3040

FLSA: Exempt

Pay Grade: 20

Date: 9-1-21

JOB PURPOSE:

Supervise operational and personnel functions of the parking enforcement functions of the Transportation Services department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervise Parking Services Officers (PSOs); hiring, training, terminating, work schedules, assigning tasks, and monitoring progress.
- Maintain parking equipment and software; kiosks, meters, handhelds, radios, LPR (license plate recognition). Work with vendors and coordinate with other UW departments. Oversee meter and kiosk collections.
- Enforce parking regulations, immobilize vehicles, and arrange for tows.
- Oversee lot maintenance; signage, striping, equipment installations, etc. Submit work orders. Maintain parking garage. Order supplies and inventory.
- Act as a liaison to Traffic Appeals Committee, review appeals and enter results.
- Prepare and organize special events; parking enforcement, temporary signage, etc.
- Data entry, run reports, track statistics, maintain lot maps and matrices. Review citation and picture quality.
- Provide general front desk operations and assist customers. Assist with parking permit sales and citation collections.

SUPPLEMENTAL FUNCTIONS:

- All other duties as assigned.
- Regular, predictable attendance is required to perform the essential duties of this position.

COMPETENCIES:

- Individual Leadership
- Judgment
- Consistency
- Sensitivity
- Collaboration
- Safety Awareness

MINIMUM QUALIFICATIONS:

Education: **Associate's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **Valid driver's license**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Conflict resolution techniques.
- Special events parking methods, procedures, and techniques.
- University, city, county, state and federal regulations as related to Transit and Parking Services functions.
- Planning and scheduling techniques.
- Federal, state and local safety regulations, protocols, and/or procedures.
- Employee hiring, supervision, and assessment policies and procedures.
- MS Office and/or comparable productivity software.
- Business and operational aspects of running a shuttle-based public transportation system, including disabled/paratransit services and group transportation.
- Campus parking lot management and operations.

Skills and Abilities to:

- Manage projects, priorities, and time to meet demanding and conflicting deadlines.
- Make administrative/procedural decisions and judgments.
- Work collaboratively with others, building positive interdepartmental working relationships.
- Communicate effectively, both orally, interpersonally, and in writing.
- Resolve difficult or stressful customer service issues.
- Supervise and train employees, including organizing, prioritizing, and scheduling work assignments.
- Foster a cooperative work environment.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Gather data, compile information, and prepare reports.
- Provide excellent customer service.

WORKING CONDITIONS:

Office environment; occasional exposure to fumes and noise; occasional exposure to mechanical or electrical hazards in garage area; and occasional travel with exposure to weather or traveling hazards. Routine exposure to video terminal displays.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.