



JOB DESCRIPTION

Job Title: **PARCS Supervisor**

Exempt Status: Non-Exempt

Reports to: Interim Operations Manager

Supervises: N/A

JOB SUMMARY

Ensure the smooth operation of MPA facilities and assist in coordinating staff in response to parking and customer demands.

RESPONSIBILITIES

- Coordinate the temporary shutdown and reopening of parking facilities when parking demand warrants the same.
- Assist customers remotely, and in person, with payment and parking issues.
- Address malfunctioning equipment.
- Address spot maintenance concerns.
- Identify and log issues that require the attention of management and maintenance.
- Respond to customer calls and addresses via the parking control app or coordinate with the appropriate staff to respond.
- Respond to emergency situations and handle matters accordingly.
- Perform daily facility inspections.
- Ensuring equipment has adequate ticket and receipt paper.
- Maintain a consistent and regular presence through the routine patrol of all garages and lots during shift.
- Light maintenance duty.
- Delivers deposits to the bank daily.
- Delivers mail to the post office daily.

- Filling in for parking enforcement and maintenance when needed.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency in Microsoft Office, Word, Excel, and Outlook.
- Possess excellent problem-solving and customer service skills.

PHYSICAL DEMANDS

- Manual labor services may need to be performed from time to time.
- Ability to work outdoors and all-weather conditions as required.
- Operation of a motor vehicle.
- Requires the ability to lift and/or move up to 50 lbs.

EDUCATION

- Minimum High School diploma.

EXPERIENCE

- Supervising Employees – providing oversight, instruction and training
- Customer Service

CERTIFICATIONS AND OTHER REQUIREMENTS

- Valid NJ Driver's License
- Ability to work Afternoons, Nights and Weekends

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.