

Parking Supervisor

Summary: The Parking Supervisor is a part-time position within the Department of Public Safety & Campus Police and is responsible for administering and directing university-wide parking to ensure safe, efficient, and economical operation. **This position requires the ability to work weekends during each student move-in period (twice a year) to accomplish position goals.** This position reports to Chief of Campus Police. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include the following:

- Administer all policies and services of the campus parking program including parking space allocation, parking enforcement, contract services, department vehicle registration and permit distribution and special events.
- Manage and oversee the parking registration software and the appeal process.
- Assist the Office Manager and Chief of Police with budgetary issues such as controlling costs.
- Work closely with Chief of Police on parking enforcement.
- Monitor operations to ensure that all community members comply with administrative policies and procedures, safety rules set by the University.
- Oversee coordination of parking for construction and other causes for displacement of parking. Develop rates and policies for the cost recovery of event services.
- Collaborate with University partners to develop a University parking master plan.
- Support campus planning initiatives by performing demand analysis and projections.

Secondary Duties and Responsibilities:

- Other duties and special projects may be assigned to meet department and university needs.

The Parking Supervisor is considered essential personnel at Queens. In the event of extraordinary situations, the University may suspend normal operations and classes in whole or part. In such instances, all essential personnel must fulfill their duties, including (1) ensure the continuation of critical University operations; (2) attend to the needs of students and other members of the University community; and (3) protect the University's assets. Essential personnel will be notified by the University announcements and by their respective department head of their activation, and they must report to work as soon as feasible (or remain on duty if already on campus). Essential personnel must remain on duty as instructed to ensure the uninterrupted delivery of essential services, unless directed or permitted to do otherwise by their department head.

Experience, Knowledge and Skills Required

- 1-2 years' parking management operations experience.
- Strong knowledge of parking systems, safety, and management.

- Proven attention to detail, accuracy, and timeliness.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- A burning desire to improve procedures and processes.
- Excellent interpersonal and customer service skills and experience productively interacting with multiple constituencies (vendors, students, faculty, staff).
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately.
- Ability to remain calm and resourceful in stressful situations.
- Strong listening, negotiation, conflict resolution and persuasion skills.
- Solid knowledge of the Microsoft Office suite of software programs, as well as the ability to quickly learn and apply new software.
- Exceptional follow-up and follow-through skills as well as ability to plan, organize and control large and small projects through to completion.
- Demonstrated analytical, problem identification and resolution skills.
- Proven ability to maintain the utmost confidentiality at all times.
- Proven ability to work effectively in a culturally diverse educational community.
- Willingness and ability to work bi-annual weekends to accomplish position goals.
- Bachelor's degree preferred or equivalent combination of experience.

Application Process

Qualified candidates should submit the documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete submissions will not be considered. Queens will continue to accept submissions until the position is filled. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé or CV
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "SUPER-PARK" and **YOUR NAME** in your email Subject Line.
(**Example:** SUPER-PARK Shawn Mullin)

Applications received by October 15, 2021, will receive first consideration. Queens will continue to accept applications until the position is filled.

This position is considered a Responsible Employee for purposes of the university's Sexual Misconduct Policy. As such, this position is required to report any incident of sexual misconduct or interpersonal violence to the university's Title IX Coordinator when made aware of such.

About Queens University of Charlotte



Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.
- **Positions is required to work two weekends/year (student move-in) to accomplish position goals.**

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.