



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Parking Crew Lead</b>
<b>Department/Location:</b>	Parking
<b>Reports to:</b>	Facility Services Manager
<b>Position Supervises:</b>	N/A
<b>Fair Labor Standards Act (FLSA) Status:</b>	Non-Exempt Hourly
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	06/2023

## JOB SUMMARY

The Parking Crew Lead has responsibility/accountability for all aspects of lot checking and booth operations, including recording, handling, and depositing money from all parking-related operations. They act as a first responder for day-to-day issues that affect parking, our clients, and our stakeholders and provide day-to-day guidance to booth attendants.

## PRIMARY FUNCTIONS & RESPONSIBILITIES

- Monitor all parking areas for general presentation and cleanliness. Perform minor repairs.
- Ensure that all automated parking equipment is in good working order, including pay stations, ticket dispensers, and control gates.
- Perform initial troubleshooting on ramp equipment failures, elevating as appropriate.
- Participate in special event coordination and response, which may include overtime hours or schedule adjustments (events include Concerts on the Square, Taste of Madison, etc.)
- Collect cashier sheets, organize tickets, and retrieve deposit slips from bank.
- Data entry and input of daily revenue and tenant validations from all locations.
- Lot enforcement at all locations in partnership with City of Madison Parking Enforcement.
- Under the general direction of the manager, provide direction and guidance to staff regarding day-to-day responsibilities, staffing, and scheduling.
- Monitor ramp capacity in partnership with attendants.
- Participate as the on-call contact for off-hours response to emergencies and elevate as appropriate.
- Complete special small projects at the direction of the Facility Services Manager.
- Inventory and order Booth and Gate supplies.
- Respond to customer issues professionally and address them completely.
- Other duties as required.

## SECONDARY FUNCTIONS & RESPONSIBILITIES

- Change rate signs at ramps/lots, as directed
- Clean all parking equipment as needed
- Check garages/lots as appropriate for monthly parker and visitor parking violators.
- Check cash level in automated pay stations.
- Empty and deposit cash and coin collected from pay stations bi-weekly or as needed.
- Check and fill all ticket dispensers with appropriate paper products.



## **JOB KNOWLEDGE, SKILLS & ABILITIES**

- Ability to prioritize tasks and solve problems.
- Ability to read and comprehend simple instructions, short correspondence and/or memos in English.
- Ability to write simple correspondence and/or memos in English.
- Ability to effectively convey instructions from Facility Services Manager to Parking Attendant.
- Ability to effectively present information in one-on-one or small group situations to customers, clients, and other employees of the organization.

## **EDUCATION/CERTIFICATION/LICENSURE**

- High school diploma, or General Education Degree (GED) preferred.
- Valid state-issued driver's license and proof of insurance.

## **EXPERIENCE**

- 1 year of parking experience, attendant, supervisor, or valet.

## **VISION**

ULI will create and sustain exceptional buildings and tenant relationships that strengthen our communities.

## **PEOPLE-FOCUSED CORE VALUES**

Our employees, working with a shared vision of creating and sustaining buildings and tenant relationships that strengthen our communities, are the fundamental strength of our company. We achieve this vision through our people-focused core values.

- Tenants are the most important stakeholders in our business. Only by satisfying tenants first do we have the opportunity to satisfy our other stakeholders.
- Our employees are the fundamental strength of our company. We are a company that attracts, develops, retains, and provides opportunity for people who are committed to our shared vision and values. We will foster an environment of mutual respect and accountability.
- We build trust by acting with integrity in everything we do.
- We create value for the owners of the properties we manage and for our company by generating profit that allows us to do more for all of our stakeholders: tenants, owners, employees and our communities.
- We improve the quality of the urban environment in the communities we are part of.
- ULI will remain an independent privately-held company responsible for long term management of our properties.

## **MISSION**

Urban Land Interests manages, operates and invests in real estate with the perspective of long-term owners committed to improving the value of every building. We build long-term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.