



JOB DESCRIPTION

Job Title:	Parking Specialist
Department/Location:	Commercial Operations / Parking
Reports to:	Parking Supervisor
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt
Employment Status:	Full Time
Revision Date:	04/2025

JOB SUMMARY

The Parking Specialist will monitor and coordinate monthly parking for all owned and managed parking locations. This person will work within our software system to maintain the data for monthly and transient parkers and work with commercial tenants and managers to coordinate employee parking. The Parking Specialist will work to remove customer friction points and contribute to the overall efforts of providing a best-in-class customer experience.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Ensure all monthly parker data is current in Paris software, making updates within 5 business days of effective start/stop/change dates. Collaborate with The Accounting Team as needed.
- Operate as a proficient user of the Amano parking system to maintain data, generate reporting, and provide relevant data regarding parking performance to leadership.
- Provide top-notch customer service to our customers, assisting with gate issues, parking pass requests, and other questions by phone, email, and in-person.
- Set up location billings in monthly parking software.
- Collaborate with Accounting Team members to input all forms of payments into Paris.
- Collaborate with Accounting and other Parking team members to ensure the accounting team has the information needed to email monthly invoices and validation invoices.
- Assist in systems engineering activities, including troubleshooting of complex problems and overall system operation in collaboration with the Parking and Operations team.
- Perform regular preventive maintenance checks on the parking gate and pay station equipment.
- Under the direction of the Manager of Parking and Facility Services, communicate with vendors to perform systems repair and operations checks.
- Assist all walk-in customers with monthly parking functions, validation requests and parking payments.
- Perform a regular review of the physical conditions and appearance of all the locations and parking equipment and escalate issues to the Manager of Parking and Facility Services.
- Collaborate with the Manager on training and assigning staff to booths and other tasks, for day-to-day activities and events.



- Regularly patrol to identify possible abandoned vehicles and vehicles in violation of established time manner and place rules and issue appropriate tickets.
- Ability to work a flexible schedule including early mornings, evenings and weekends.
- Participate in the On-Call rotation.

SECONDARY FUNCTIONS & RESPONSIBILITIES

- Order necessary supplies.
- File all parker contracts and record as needed.
- Assist with coordinating parking (long term and short term) with contractors for commercial improvement projects.
- Make recommendations to the Manager on process, practice, and execution of the department.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service abilities are a must.
- Proficiency in Microsoft Office products.
- Intermediate knowledge of systems and software.
- Ability to solve problems.
- Excellent time management skills.

EDUCATION/CERTIFICATION/LICENSURE

- High School Diploma

PHYSICAL REQUIREMENTS

- Walking
- Sitting
- Standing
- Ability to lift 25 lbs.