



JOB DESCRIPTION

Job Title:	Parking Supervisor
Department/Location:	Commercial Operations/Parking
Reports to:	Manager of Parking and Facility Services
Position Supervises:	Parking Specialists, Parking Attendants
Fair Labor Standards Act (FLSA) Status:	Exempt Salary
Employment Status:	Full Time
Revision Date:	04/2025

JOB SUMMARY

The purpose of this position is to maximize ULI's parking facilities for the greatest benefit to all stakeholders, in a manner reflecting our Vision, Mission, and Values. This position is responsible for the supervision of the parking department including staffing, customer service, and general operations to include sales, parking system data management, maintenance and appearance standards, parking enforcement, and basic financial reporting. The primary objective is to ensure a best-in-class experience for our parking customers and tenants, while identifying and implementing strategies for incremental growth and sales revenue.

PRIMARY FUNCTIONS & RESPONSIBILITIES

- Supervise the parking team and personnel, including recruiting, training, scheduling and managing performance.
- Become a subject matter expert on the Amano Parking software to optimize operations and reporting capabilities.
- Develop and maintain tenant relationships, being an ambassador of ULI's mission, vision, and values.
- Oversee systems engineering activities, to include troubleshooting complex problems and overall system operation. As needed, manage vendors to perform systems design, installation, repair, and operation.
- Create, manage, and participate in parking enforcement activities to ensure reserved spaces are maintained as well as to provide a safe and orderly parking facility for our customers/tenants.
- Ensure accurate data entry and database management.
- Coordinate staffing for attended and event staffed locations based on regular workforce requirements and lot activity.
- Regularly review the physical conditions of all locations and parking equipment. Identify repairs and initiate work orders with the maintenance team.
- Provide feedback to the Parking and Facility Services Manager to aid in developing new procedures to enhance daily operations and generate additional revenue.
- Assist the Parking and Facility Services Manager with project management and oversight of parking location repair/restorations projects.
- Liaison with contractors, mechanics, vendors.
- Benchmark parking rates regularly against local competitors. Make recommendations to remain competitive in the market and drive revenue growth.



- In collaboration with Parking and Facility Manager, manage and participate in the parking “on-call” function to ensure customer friction points are eliminated and issues are being resolved expeditiously.
- Review lot performance and manage expenses while ensuring the financial performance reflects company goals and objectives.
- Review, understand, and analyze data. Provide timely reporting to leadership.
- Perform any other reasonable tasks and duties as assigned by ULI management or Department Director.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Proficient knowledge of the practices, procedures, tools, equipment, and terminology used in operation, maintenance, and repair of parking equipment and parking facilities.
- Microsoft Office Suite (level II Excel, Word).
- Excellent Customer Service skills are required.
- Ability to develop effective working relationships with internal and external parties.
- Excellent verbal/written communication skills.
- Understanding basic accounting principles and procedures.
- Project planning experience preferred.

EDUCATION/CERTIFICATION/LICENSURE

- High School education or equivalent.
- Valid driver's license with a clean driving record.

EXPERIENCE

- Minimum 3 years leadership of small teams.
- Parking, Operations, or Facilities Management experience preferred.
- Database management and reporting analytics experience preferred.