

Director, Commuter Services (23342B)

The Director of Commuter Services will report to the Associate Vice President, Auxiliary Services and will be responsible for coordinating all strategy, systems, and process initiatives related to parking and transportation on Campus, including but not limited to “Lower Campus”, the “Health Sciences Campus and satellite locations”, and a Research Park. Under the general guidance of the Associate Vice President, Auxiliary Services, the Director of Commuter Services is responsible for providing a broad range of services to the University of Utah; including but not limited to, oversight of planning for the development and construction of campus parking facilities, provision of administrative oversight and maintenance services for approximately 91 campus parking areas encompassing more than 19,000 parking spaces; parking enforcement for all campus properties and parking areas, collaboration with off campus entities, both public and private concerning development of programs, services and infrastructure supporting parking accesses to the university transit services (Campus Shuttles and U Safe Ride), campus fleet services, vehicle leasing, garage operations, driver training, transportation demand management programs and services, and the ten year contract the University of Utah has negotiated with the Utah Transit Authority. This position is also responsible for developing and maintaining effective relationships with local, state and federal management and planning elements, e.g., SLC Transportation, Wasatch Front Regional Council, Utah Department of Transportation, and local community councils.

Commuter Services promotes clean and sustainable transportation modes that include walking, bicycling, carpool/vanpool, car-sharing program, etc.

Commuter Services is an auxiliary (self-funding) division that is required to: develop and oversee the department budgets, as well as oversee the human resources processes for the department. The department annual budget is in excess of \$30 million dollars and employs approximately 75 full-time staff, 125 hourly staff, 30 seasonal employees, and coordinates with other campus departments to fulfill requirements related to the Mission Statement of the University of Utah.

University of Utah Job ID PRN23342B - 00450 - Commuter Services – Operations

COMPENSATION: \$75,900 to \$130,049/annual

WORK SCHEDULE: Full Time, 40 hours per week, Day, Monday through Friday, 8:00am to 5:00pm, occasional nights, weekends and holidays as needed.

RESPONSIBILITIES:

1. Provide strategic direction in the areas of parking operations, parking permit programs, visitor parking, parking facility development, transit, campus fleet services, commuter mobility hubs, construction/ maintenance related to Commuter Services, and transportation options. Develops new programs and services needed on campus and refines existing programs and services to improve efficiency and effectiveness. The incumbent must also further cohesion and coordination between transit, fleet and transportation options and other Commuter Services programs and services in order to improve departmental effectiveness.
2. Collaboration with campus administrators and stakeholders and members of the broader community for the modification of parking programs in accord with changing campus conditions. Coordination of the development, implementation and maintenance of benchmark and other performance-metrics data regarding parking programming to support accurate analysis of the utilization, economic and environmental impact efficiencies gained or lost as a result of program adjustments. Performance metrics as used here refers to the application of statistical and mathematical analyses to measure the relative of program changes.
3. Oversee resolution of customer complaints relating to Commuter Services, including interpretation of policies, rules and regulations. Ensures that customer concerns and complaints are addressed promptly and that customer feedback is sought in program and services development to reduce customer dissatisfaction generally.
4. Reviewing campus master plan, campus facility development plans and other institutional documents to identify issues affecting transportation services. Ensures that advice and counsel regarding transit, fleet and transportation options is provided to campus facility planners, project managers and others impacting Commuter Services.

5. Administrative oversight of the development, implementation and maintenance of campus policies and procedures related to parking and traffic. Ensures transportation and parking operations are conducted and comply with all required safety regulations and university ethics policy guidelines.
6. Administrative oversight of the University's Fleet Services, including, but not limited to lease and maintenance programs of all vehicles, carts, large motorized equipment, and vehicle procurement and surplus.
7. Fiscal Responsibility as the "Principle Investigator" over all accounts, revenues, and expenses associated with Commuter Services, including development and presentation of annual budgets, monthly profit and loss statements, financial projections, and various proformas.

This job description is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

QUALIFICATIONS:

Bachelor's degree in Business Administration or related area, or equivalency; eight years of progressively more responsible management experience; and demonstrated leadership, human relations and effective communications skills required.

Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.

PREFERENCES:

- Master's in Business Administration or Public Administration
- Certified, Automotive Fleet Manager (CAFM), Certified Community Transit Manager (CCTM), Certified Administrator of Public Parking (CAPP) or equivalent professional certification.
- Demonstrated project management experience including the development of budget timelines, contracts and specifications.
- Demonstrated planning experience preferably relating to parking and transportation projects and initiatives.
- Demonstrated commitment to the provision of quality customer service, experience in project management and strategic planning, and the ability to develop and implement imaginative and entrepreneurial solutions to complex problems.
- Ability to develop policies and procedures consistent with organizational goals and objectives.
- Strong communication, facilitation, and interpersonal skills.
- Experience working in transportation organization with the responsibility for oversight of fleet administration, leasing operations, vehicle maintenance, transit services and driver training.
- Experience working in an organization identified as an auxiliary or ancillary enterprise.
- Experience collecting and analyzing complex data.
- Experience with contract development, negotiation and administration.

TO APPLY, VISIT: <http://utah.peopleadmin.com/postings/103750>

EQUAL EMPLOYMENT OPPORTUNITY

The University of Utah is an Affirmative Action/Equal Opportunity employer. Upon request, reasonable accommodations in the application process will be provided to individuals with disabilities. Please contact the Office of Equal Opportunity and Affirmative Action, 201 S. Presidents Cr., Rm 135, (801) 581-8365 (V/TDD), for further information or to request an accommodation. The University of Utah is committed to diversity in its workforce. Women and minorities are encouraged to apply.