**Towson University**

**Parking Operations Coordinator**

**Job Purpose**

Towson University is accepting applications for a Parking Operations Manager. This position oversees staff and manages the daily operational functions associated with the parking program to include enforcement, event field management, and general facilities maintenance. The manager will be responsible for ensuring the appropriate coordination and strategy between internal staff, other departments, vendors, and support staff. Must ensure provided services meet the needs of the campus, event requestors, and comply with the department and campus policies and procedures. This position must have exceptional customer service in regards to external relations, being the first face of the University. This position reports to the Assistant Director of Parking Operations and plays a critical role in the planning and execution of special events & parking operations for the University.

**Description**

* Responsible for the management of daily parking field operations to include: enforcement, event logistics, towing, assisting with emergency situations that require parking assistance, etc.
* Assists the Assistant Director with the concept development, planning, and execution of Parking Operations.
* Attends internal and external planning meetings with all types of University staff members to include high-level administrators.
* Serves as the point of contact with charter bus companiestocoordinatetransportation needs for faculty, students, and staff.
* View and research customer accounts with specialized industry software to review and make decisions regarding enforcement approaches & towing of vehicles.
* Oversight of events to ensure appropriate staffing levels, coordinating assignments, and ensuring staff are properly trained & meeting expectations.
* Manage logistical support for events such as set-up, breakdown, and posting of roadway signage.
* Create, update, and maintain system records related to parking & charter events & schedules.
* Ensure event details and assignments are properly executed and managed to include serving as the onsite manager for medium to large events or in the absence of supervisors for small events.
* Responsible for managing the general maintenance activities, repairs, and preventative maintenance of equipment to include signs, ground markings/painting, operations equipment- barricades, highway signs, tablets, printers, LPR equipment, garage and lot cleaning, elevators, etc.
* Management of staff to include: hiring, counseling, performance reviews, training, timesheets, staff issues, terminations, etc.
* Develops & implements field procedures and training and monitors compliance with.
* Other duties as assigned by the Assistant Director of Parking Operations

**Qualifications**

Bachelor’s degree and four years of experience in the parking industry, enforcement, or event management. Must be comfortable managing field staff, dealing with difficult customers and situations. Must be able to quickly become familiar with the campus, availability of parking & shuttle resources. Must be able to work with industry-specific technology. Must be detailed oriented and able to adjust to constantly changing requests and other situations that may impact the proper execution of field operations and events. Must be able to see the big picture and make decisions and adjustments based on the situation and other things that may impact the operations to include: events, weather, etc. This position requires excellent verbal and written communication skills, excellent organizational skills, ability to multi-task, professional demeanor, ability to work with high-profile clientele, ability to work with highly sensitive and confidential information, team-oriented, and ability to remain calm when faced with problems while quickly identifying and implementing solutions. This position is required to work evenings, weekends, and holidays in addition to normal scheduled hours. Must be able to work outdoors in all weather conditions & for long periods of time. Must also be in possession of a valid drivers license with no more than five(5) points.

**Preference:**

Previous experience in the parking field or managing events. Knowledge and experience in higher education and the ability to manage priorities based on campus culture and expected service levels.

*A criminal background investigation is required for the hired candidate and the results may impact employment.*

**Salary and Benefits**

$49,206 annually and full University benefits that include 22 days of annual leave, up to 14 holidays, personal and sick days; excellent health, life, and retirement plans; and tuition remission. To learn more about our benefits, click [here](https://www.towson.edu/hr/documents/benefits_summary_exempt.pdf). To learn more about Towson University click [here](https://www.towson.edu/).  
  
***To apply for this position, click*** [***here***](https://towson.taleo.net/careersection/ex/jobsearch.ftl)***. This position will be open for a minimum of 14 days. Cover letter and resume are requested, but not required.***