



Employment Opportunity

MasParc and Mobility, LLC (MasParc) is looking for a new Commercial Manager in Boston, Massachusetts. The person selected for this position will manage day-to-day operations and oversee the commercial parking operator selected by MasParc to staff, operate, and manage the parking facilities. This position will report to the General Manager of MasParc and ensure the facilities are operated, managed, and maintained in accordance with our operating standards. In addition, this position will act as a key contact for parking customers, stakeholders, and the university.

Key responsibilities of the Commercial Manager will include:

- Overseeing day-to-day operations and managing the performance of the parking operator.
- Overseeing the maintenance of the parking system, working closely with the maintenance and management staff of the parking operator as well as selected engineers and contractors.
- Developing initiatives to improve operational efficiencies, enhance customer services, increase revenue, and drive changes required to meet business objectives.
- Developing and managing annual revenue and expense budgets.
- Managing MasParc's contract with the parking operator to ensure compliance with specified operating standards.
- Developing and implementing marketing and advertising strategies to help meet customer needs, increase customer awareness, and provide all necessary notifications and updates.
- Identifying opportunities to increase market share by capturing additional monthly and/or transient parking customers, including event parking customers, in the surrounding community.
- Helping establish and/or maintain relationships with the university and other key stakeholders.
- Developing and implementing health and safety policies to help minimize risks.
- Assisting the General Manager with the development and implementation of the business plan.

Key capabilities and experience of the preferred candidate would include:

Management Style

- Ability to engage with people professionally at all levels, both internally and externally.
- Ability to build supportive and constructive working relationships characterized by a high level of acceptance, co-operation, understanding, and mutual respect.
- Energetic and collaborative workstyle with a demonstrated ability to work effectively in an open and transparent manner.
- Strong organizational, time management, and prioritization skills.
- Positive attitude with a focus on supporting the success of fellow team members and stakeholders.
- Ability to handle difficult situations and reach successful resolutions.

Skills

- Strong interpersonal and communication skills, and the ability to influence others to achieve prompt and successful delivery of business objectives.
- Strong project management skills.

Employment Opportunity – Commercial Manager in Boston, MA.

- Attention to detail and an ability to use data to form conclusions and make decisions.
- Ability to identify what needs to be done and proactively take appropriate action.
- Resourceful in problem solving and able to manage multiple tasks and priorities.
- Strong computer skills (including Microsoft Word, Excel, Outlook, and PowerPoint), as well as experience with the latest parking technologies.

Experience

- Over seven years of operational or commercial experience within the parking or a closely related industry, at least three of which is at the management level.
- Demonstrated experience in successful parking-related project management.
- Sound financial management experience, including developing and implementing budgets.
- Experience with parking access and revenue control systems and related technologies.
- Experience in developing and implementing operational business plans and strategies.
- Demonstrated track record of positive customer and stakeholder engagement.

Education

- Bachelor's degree in business administration, public administration, finance, economics, mathematics, communications, or similar course of study.

Additional Information and How to Apply

Position Location: Boston, MA

Position Type: Management - full time, benefits eligible

Anticipated Salary Range: \$95,000 to \$125,000

Closing Date: January 24, 2022

To apply, please email a cover letter and resume to Matthew Inman, General Manager at m.inman@masparc.com. Requests for additional information can be sent to the same email. Job offer will be contingent on background check, drug test, and documented compliance with COVID vaccination requirements.

MasParc is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, age, protected veteran status, gender identity, or sexual orientation.

About MasParc and Mobility, LLC

MasParc and Mobility, LLC (MasParc) is a parking and mobility management company located in Boston, MA. MasParc currently oversees the operations and management of the Northeastern University (NU) parking system. MasParc was created in 2018 to manage the 50-year agreement with NU. MasParc is responsible for day-to-day operations and management, event parking, enforcement, customer service, and facility maintenance.