

The University of Texas at San Antonio

Job Description

Job Title: Garage Services Supervisor

Code: 16361

Salary Grade: 56

FLSA Status: Non-Exempt

Department/Division: Parking & Transportation

Summary

- Function: To provide advanced skills in the receipt of disbursement and recording of funds for the institution as it pertains to parking operations.
- Scope: Responsible for delivering training needs and supervision of general cashiering functions, interpretation of parking rules, permit sales, troubleshooting and maintenance of all garage facility equipment.

Duties

- Typical:
 1. Assists in hiring and training Garage Services Attendants.
 2. Schedules and maintains work assignments.
 3. Communicates clearly and gives precise instructions on assignments and daily operational expectations.
 4. Reviews and evaluates work of assigned subordinates. Documents employee performance. Administers counseling and discipline.
 5. Fields complaints and handles customer service issues.
 6. Assists in collection of delinquent payments and returned items.
 7. Supervises end of shift reconciliations and ensures all money is transported to appropriate locations.
 8. Ensures functionality of all pay stations and performs regular maintenance on all garage equipment
 9. Inspect work areas and ensure all tools and supplies are available to garage attendants.
 10. Perform other duties as assigned.
- Periodic:
 1. Performs all duties of subordinates when necessary.
 2. Assist with technical issues and use of discretion to make operational decisions in the absence of a direct supervisor.
 3. Assists in the coordination and preparation of the garage facilities for special events.

--

Education

Required	Preferred
High school graduation or GED.	Associate's Degree in accounting or basic administration.

Other Requirements

Required	Preferred
Texas Driver's License	Ability to provide resolution to complex payment issues.
Strong written and oral communication skills	
Strong customer service skills with the ability to respond with tact and diplomacy regardless of customer's demeanor.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Two years of electronic cashiering experience in a large scale operation.	Similar experience in higher education. Four years cashiering experience in a large scale operation. Previous experience within a university parking division and one year supervisory experience.

Equipment

Required	Possible
Cash register, personal computer and standard office equipment.	Knowledge of cleaning equipment and safe use of cleaning supplies.

Working Conditions

Usual	Special
Usual office conditions, as well as, exterior checks that require outdoor climates of all seasons.	Travel between paring facilities.
	Ability to work rotating shifts and weekends.

Supervision

Received	Given
Direct supervision from the Garage Operations Manager.	Direct supervision of assigned personnel.

Accuracy

Extreme accuracy in counting money and maintaining records.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.