

The University of Texas at San Antonio

Job Description

Job Title: Garage & Events Services Manager
Code: 16362
Salary Grade: 60
FLSA Status: Exempt
Department/Division: Parking & Transportation

Summary

- **Function:** To provide operations management for all university parking garages and associated events support and management.
- **Scope:** Responsible for supervision of all Garage Services Attendants, security of assets and compliance with institutional policies and regulations.

Duties

- **Typical:**
 1. Oversees all personnel decisions and the staffing & scheduling for special events and parking garages, to ensure efficient staffing while maintaining high levels of service to University customers. Works with Supervisor and Director to optimize ongoing staffing levels and respond to workload variances that may arise.
 2. Oversees the planning and scheduling of event parking to include coordinating locations, supplies, marketing, and personnel.
 3. Serves as second level of complaint/issue resolution for parking garage customers. Based on trending of complaints or issues, provides recommendations to Director for additional training, signage, procedural changes, etc. as needed to appropriately address the issues.
 4. Responsible for ongoing analysis and review of department's level of service, and efficient use of all resources. Establishes and maintains systems and processes for collection of input/data from departmental employees and customers to effectively track service/efficiency.
 5. Provides oversight of departmental fiscal operations and financial transactions including cash, invoicing, and billing records. Proactively addresses potential problem areas.
 6. Responsible for ensuring facilities are appropriately set up for ongoing daily operations as well as for special events. Work with Supervisors to finalize advance planning for upcoming parking / special events. Ensures event coordination with other University departments (PD, etc...).

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| <p>7. Acts as a liaison with internal and external customers and agencies to coordinate and facilitate events.</p> <p>8. Perform other duties as assigned.</p> <ul style="list-style-type: none"> • <u>Periodic:</u> <ol style="list-style-type: none"> 1. Assists with special projects. 2. Assists in collection of delinquent payments and returned items. 3. Performs duties of subordinates when necessary |
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Education

| Required | Preferred |
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| Bachelor's Degree from an accredited university. | Master's Degree in Business Management or related. |

Other Requirements

| Required | Preferred |
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| 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 |
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| Five years of experience in developing and supervising programs of service centers that serve large user groups requiring oversight and coordination of customer relations, communications, or marketing activities or event management for a wide variety of clients. | Similar experience in a higher education, government or nonprofit environment. |

Equipment

| Required | Possible |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Personal computer and standard office equipment. | Working knowledge of point of sale systems, parking facility equipment to include gate mechanisms and pay stations. |

Working Conditions

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

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Supervision

| Received | Given |
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| General supervision from the Assistant Director. | Direct and indirect management of assigned personnel. |

Accuracy

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| Extreme accuracy in counting money and maintaining records. |
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Security Sensitive

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| 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. |
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Internal Control

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| 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. |
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