



JOB VACANCY ANNOUNCEMENT

Job Title: Site Coordinator

Department: Off-Street Parking Operations

Number of Vacancies: One or more

Employment Type: Full-Time

Representation: Non-Represented

Salary Range: \$48,204 - \$60,255

Posting Period: Thursday, April 8, 2021 – Wednesday, April 21, 2021 (Internal Posting)

Persons Eligible:

Current employees of the Philadelphia Parking Authority who have been in their current position for at least six months and has satisfactorily completed the probationary period for the position currently held. Applicants cannot be active on the Excessive Sick Leave List.

General Description:

The Philadelphia parking authority (PPA) has an opening(s) for Site Coordinator for the Off-Street Parking Operations Department. The site coordinator, under direction, will monitor and oversee daily operations. At the direction of Head Site Coordinator and/or Deputy Managers, manages staff and coordinates employee activities and tasks. Evaluates and monitors operational and administrative processes and determines standards. Works with upper management to meet facility budgets and analyze operations to ensure maximum return on the PPA's off-street parking asset. Delivers extraordinary customer service. Interacts with customers to provide information and assistance, reports necessary repairs or problems to the appropriate individuals and monitors parking equipment. The Site Coordinator must be able to work a scheduled shift of 6:00 am to 2:30 pm and 1:30 pm to 10:00 pm Monday thru Friday, but will be on call 24 hours/7 days a week for emergencies and operational concerns. Must be available to work on weekends, evenings, overnights and holidays when required. Work is performed in indoor and outdoor environments and requires moderate physical exertion.

Principal Duties:

- Oversees and manages assigned PPA operated parking facility;
- Supervises operations related to assign parking facility, including provision of appropriate staffing and equipment;
- Conducts quarterly preventive maintenance inspections;
- Conducts quarterly rate surveys;
- Identifies and recommends solutions for repairs, cleaning and maintenance. Provides recommendations regarding parking equipment, signage, lighting, etc. in order to enhance operations;
- Demonstrates continuous efforts to improve operations. Works cooperatively and jointly to provide quality, seamless customer service;
- Performs Pay On Foot equipment revenue reconciliation during the week as well as preparing the change orders;
- Analyzes data to suggest improvements to parking garage operations;
- Ensures all mechanical equipment is operational and functioning to full capacity;
- Receives and resolves complaints and problems from businesses, City agencies, and the general public;
- Monitors and evaluates monthly revenue of assigned parking facility with the support of the Head Site Coordinator and Deputy Manager. Works with management on rate surveys and implementation of proposed rates. Coordinates timely rate adjustments and communication to the public and monthly cardholders;
- Participates in procurement activities of assigned parking facility by offering suggestions for the selection of equipment, supplies and materials needed. Monitors the ordering of necessary equipment and materials to ensure budgetary compliance;
- Establish and maintain effective working relationships with personnel from other City agencies, members of the business community and the general public;
- Attends all monthly Off-Street operations meetings to update the department on assigned parking facility operations/issues;
- Responsible for on-going performance reviews of assigned staff within the parking facility;
- Ensures that assigned staff adheres to all PPA policies and procedures;
- Maintains Pay On Foot revenue control equipment and requests service when needed to ensure proper operation at all times;
- Maintains a professional appearance and demeanor at all times;
- Completes other duties as assigned/required by upper management.

Required Knowledge, Skills and Abilities:

- Knowledge of the principles and practices of off-street parking management;
- Ability to communicate effectively with others, both orally and in writing;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to understand, and interpret local, state and federal parking regulations related to off-street management of facilities;
- Ability to properly direct and communicate with assigned staff at the parking garage;
- Ability to read and interpret financial reports;
- Ability to multi-task and prioritize work activities;
- Ability to monitor and maintain revenue and mechanical systems within the assigned parking garage;
- Knowledge of the principles and practices of administrative analysis. Ability to collect, compile and analyze data;
- Compose concise written reports; possess strong reasoning, critical thinking, judgment and analytical skills sets.

Computer Skills: Must have basic typing skills, and be proficient in Microsoft Word, and Excel. Must have experience with revenue control software and/or equipment.

Language Ability: Ability to read, analyze and interpret parking industry statistics and periodicals and professional journals, technical procedures and governmental regulations. Ability to author reports, business correspondence and procedure manuals with the assistance of superiors. Ability to effectively present information and respond to inquiries from clients, customers and the general public.

Math Ability: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Supervisory Competencies/Responsibilities: Manages additional staff. Familiarity with all applicable employment laws and the Philadelphia Parking Authority's Employee Manual. Carries out supervisory responsibilities in accordance with the Philadelphia Parking Authority's policies and procedures. Responsibilities include training employees; planning, assigning and directing work; appraising performance; ability to implement progressive disciplinary action under the guidance of management and human resources leadership; addresses and resolves employee issues.

Minimum Acceptable Training, Experience, and Education:

- Minimum of Two (2) years of experience in Off-Street Parking Operations relative to parking garages and lots.
- High school diploma or GED.
- A combination of education and Off-Street parking experience will be considered.
- Valid Driver's License

Working Hours: 6:00 am to 2:30 pm and 12:00 pm to 8:30 pm Monday thru Friday, but will be on call 24 hours/7 days a week for emergencies and operational concerns. Shifts may change to meet operational needs.

Selection Criteria:

45% - ASSESSMENT TEST, (COMPUTERIZED)

45% - ORAL INTERVIEW,

5% - ATTENDANCE,

5% - LATEST ANNUAL PERFORMANCE EVALUATION

APPLICANTS WHO HAVE AT LEAST TEN (10) YEARS OF SERVICE WILL HAVE FOUR (4) POINTS ADDED TO THEIR TOTAL SCORE. APPLICANTS WHO ACHIEVE A COMBINED SCORE OF 36 POINTS FROM THE ASSESSMENT TEST, EMPLOYEE EVALUATION AND ATTENDANCE, BASED ON THE WEIGHT EACH CATEGORY IS GIVEN, WILL BE INVITED TO THE ORAL INTERVIEW PHASE OF THE PROCESS. ONLY THOSE APPLICANTS WITH A COMBINED TOTAL SCORE OF 70 WILL BE PLACED ON THE ELIGIBILITY LIST.

The Philadelphia Parking Authority is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.

PLEASE EMAIL RESUME/APPLICATION TO:
HUMAN RESOURCES DEPARTMENT
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