

AIRPORT PARKING CREW LEADER

DEFINITION

Under general supervision, oversee the parking operation and staff/crew during evening operations, in the absence of the Parking Manager (but not in the capacity of a supervisor). Respond to customer disputes and equipment malfunctions, perform minor repairs and assist staff when needed. Respond to off-duty calls, take staff call-ins and fill open shifts; reassign staff and direct the workload; monitor parking availability; provide customer assistance and open/close lots when full.

EXAMPLES OF DUTIES

Train and oversee new and existing staff; monitor lot counts and open/close parking areas as needed; assign duties and coordinate schedule adjustments; monitor and assist staff with parking facility maintenance work; purchase, order and obtain supplies; restock ticket supplies and maintain ticket controls; ensure parking regulations, policies, procedures and work rules are being followed; respond to customer inquiries and complaints in person and by phone; provide assistance to customers with vehicle problems; research credit card transactions; process refunds when necessary; audit validated tickets and reconcile discrepancies with attendant worksheets; perform audits of cash drawers and check employee work for accuracy and acceptability; perform equipment repair; invoice after hour vehicle exits, review digital recording, follow-up on non-payments; review daily deposits and support accounting staff; compile data and prepare reports of parking operation activity.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to graduation from high school or equivalent, including or supplemented by accounting, bookkeeping or related business coursework. Minimum of three years of responsible cash handling experience. Preference will be given for parking operation, computer, mechanical and supervisor or lead worker experience.

Knowledge, Skills and Abilities: Knowledge of personal computers, computer networks and equipment trouble shooting methods; good mechanical ability; extensive verbal and written communication skills; ability to establish and maintain effective and courteous public and work relationships; good accounting and mathematical skills; ability to communicate in English and follow oral and written instructions; ability to work independently and address potential adverse or negative situations; ability to be dependable, reliable and maintain good attendance and punctuality.

Special Requirements: Candidate must undergo employment drug and alcohol testing and pass a TSA required criminal history record check and employment history verification.