

## **Position Description**

Night/Evening Supervisor

MAT Garage Operations

## **Organization**

The Hartford Parking Authority (HPA), a quasi-municipal agency of the City of Hartford, which is overseen by a five-member appointed board of directors, leads the operations and maintenance of Hartford's municipal garage, multiple surface parking lots, public library parking, and all the on-street parking within the city. HPA is an active participant in the City of Hartford's transformation into a more walkable, playable, and vibrant city. While supporting the needs of a blossoming downtown, the HPA also provides support and outreach to the local neighborhoods in order to help resolve resident parking needs. Please visit [www.hartfordparking.com](http://www.hartfordparking.com) to learn more.

## **Position**

The Supervisor is responsible for overseeing parking operations and staff during at night and during hours. Additionally, they will interface with and provide excellent customer service to all customers and employees. Night/Evening Supervisors report to the Facility Manager and Director of Operations.

## **Responsibilities**

- Must be able to make decisions independently and stay firm on decisions made (not easily persuaded).
- Supervise night staff (cashiers, parkers) during nights and evening events.
- Understand all relevant standard operating procedures (SOPs) for cashiers, and parkers.
- Lead, train, support, and communicate with front-line shift staff.
- Ensure that shift staff under your supervision understand all SOPs pertaining to their duties and provide refresher training as necessary.
- Direct traffic within parking facilities.
- Drop, move, and pick up parking equipment (cones, barricades, signs, etc.), as required.
- Handle and safeguard cash before, during, and after select events, as required.
- Work independently, and at times, unsupervised.
- Provide excellent customer service to clients, customers, and employees.
- Demonstrate the ability to seek improvement and contribute to value-added services/developments.

## **Qualifications**

Experience:

- Parking industry experience is preferred but not required.
- Previous experience with cash handling.

- Previous experience in customer relations.

Education:

- High school diploma or GED preferred but not required.
- Strong customer service experience.
- Cash handling experience is required.

Skills:

- Willingness to be flexible.
- Ability to handle challenging and at times, emotionally charged situations.
- Ability to speak, read, and comprehend the English language.
- Must be able to make decisions independently and stay firm on decisions made (not easily persuaded).

Physical Demands:

- Willingness to work in the elements – heat, wind, snow, rain, etc.
- Able to lift, push and pull at least 20 pounds.
- Able to stand, walk for extended periods of time.
- Able bend, stoop, squat and lift frequently throughout a shift

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential duties/functions.

Mathematical skills:

- Able to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Language skills:

- Ability to read and comprehend simple instructions, short correspondence and memos, and to write simple correspondence.
- Able to effectively present information in one-on-one and small group situations to customers, clients, supervisors and other employees of the organization.

Reasoning ability:

- Able to apply common sense understanding to carry out detailed but standard written or oral instructions, and to deal with problems involving a few concrete variables in standardized situations.

Other skills and abilities:

Able to use clock (standard/military time), calculator (optional) or credit card machine to handle transactions. Able to maintain a pleasant and mannerly demeanor when speaking on the telephone and with the public. Able to effectively respond to customer problems or complaints.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to walk and sit. Specific vision abilities required by this job include close

HPA Parking is an equal opportunity employer. In all our employment practices, including hiring, we are firmly committed to provide equal employment opportunity (EEO) to all persons, regardless of race, color, religion, sex, national origin, disability, age, genetics, Vietnam era, special disabled, recently separated and other protected veterans, or any other characteristic protected by federal, state or local law. No question in our application process is used for the process of limiting or excluding any applicant's consideration for employment on such grounds.

To Apply: Please send resume with cover letter to [Mingo.gomes@hartfordparking.com](mailto:Mingo.gomes@hartfordparking.com)

The Hartford Parking Authority is an Equal Opportunity Employer