

# Classification Specification: Parking Facility Superintendent

Classification Number: 53847 Pay Grade: 25  
Effective Date: February 12, 2025 Current Exemption Status: Nonexempt

## Position Summary

Supervises the parking enforcement staff. Maintains parking meters. Coordinates with other departments and outside vendors to plan for parking, vehicle maintenance and software integrations. Provides assistance at special events and parking related projects. Responsible for purchasing and reconciling funds collected. Participates in campus outreach opportunities and communicates with the public.

## Essential/Primary Duties

- Oversees student parking enforcement staff in daily enforcement, special events, traffic control, customer service and complaint response. Hires, schedules, trains and coaches enforcement staff. Works directly with the public to assist with permit sales, citation payment, and questions. Works with parking software vendors on operational software maintenance, upgrades, reporting, and customer service issues.
- Oversees Parking Services accounts within BGSU software integrations. Uses Parking Database to create, edit, research, verify, review and update parking accounts. Develops and runs reports that assist with operational goals, evaluations and improvements. Sets up and manages online parking activity, accounts, appeals and permit sales.
- Monitors and provides maintenance, repairs, and collections of parking pay stations, prepares and deposits funds. Utilizes Virtual Permit Management System to ensure processing of emails, letters, and customer statements, and Digital Iris for monitoring and reports. Invoicing and billing for BGSU Parking and BGSU Shuttle Service items. Handles purchases and Daily Reconciliation of funds and deposit. Coordinates communication and sale of special access permits.
- Coordinates with University departments and outside vendors to design and coordinate event plans including permits, maps, parking directions, billing for special event parking and parking related projects. Collaborates with the office of Marketing and Brand Strategies regarding campus communications related to parking interruptions and changes.
- Coordinates preventive maintenance, repair, and cleaning of Parking vehicles.
- Monitors parking lot conditions, plans maintenance of parking lots, coordinates with university offices and vendors for completion of repairs and maintenance. Monitors construction projects, plans for needed parking alterations during projects, coordinates contractor parking and construction site needs.

## Experience and Education

### Experience

- Six months related experience required; previous supervisory experience or training required. Parking industry experience with parking management software preferred.

### Education

- High school diploma or GED required
- Must have and maintain a valid driver's license and be insurable under the University's insurance

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## Physical Requirements

Office or other indoor work: with minimal physical demands such as occasional moderate to heavy lifting/moving materials up to 50 pounds. Outdoor work, standing for long periods of time, walking, traffic direction. Work in inclement weather.

## Working Conditions Physical Requirements

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements. Work in all weather conditions may take place.

## Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence

## Supervisory Responsibility

**Full-Time**

Student employees and other parking personnel

**Part-Time**

Student Parking Enforcement

## Providing Direction

**Full-Time**

Public Relations Coordinator Enforcement

**Part-Time**

None

## Responsibility for Student Workers

Yes