



**Supervisor, Parking Operations – Kingston, Ontario**

**Job Number:** J0924-0212

**Bargaining Unit:** Non-Union

**Job Type:** Regular Full-Time

**Hours of Work:** 35 hours per week

**Salary Range:** \$ 77,064.81 - \$96,316.95/Year

**Closing Date:** October 14, 2024

**Opening Statement**

We acknowledge that the City of Kingston is situated on traditional Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat) territory and thank these nations for their care and stewardship over this shared land. Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services while working for an organization known for excellence and innovation.

**Position Summary**

Reporting to the Manager, Licensing, Parking Operations and Policy, the Supervisor, Parking Operations, is responsible for the day-to-day supervision of Parking Services technical, maintenance and administrative staff and ensures the efficient management of the parking inventory. This position coordinates tasks for the effective maintenance of the City's parking assets (including parking lots, garages, and related revenue control and metered systems) and provides leadership and guidance to a team to promote effective customer service delivery for the City's parking facilities.

## KEY RESPONSIBILITIES:

Responsible for the day-to-day supervision of Parking Services technical, maintenance and administrative staff and ensures the efficient management of the parking inventory

- Responsible for planning, supervising, organizing, coordinating, and/or scheduling the execution of parking maintenance operations including but not limited to asphalt, concrete, general parking lot and garage maintenance, winter control/snow removal, and parking equipment

- Responsible for the maintenance and security of all equipment and facilities such as parking control equipment, networked video cameras, single space meters, and pay & display machines

- Schedule staff, manage attendance and assign tasks to ensure quality customer service, effective asset management including preventative maintenance, and the efficient management of parking inventory and systems with a focus on health and safety

- Oversee the daily operations of paid parking inventory both on street and in lots/garages, as well as the administration of parking space rentals, permits and related invoicing and inventory management

- Ensure compliance with legislation, policies, and department protocols, while modeling the values of the City of Kingston

- Promote and support a culture of health, safety, well-being, and respect to sustain a healthy and sustainable work environment

Manage resources in accordance with corporate policies and budget

- Support and coordinate requirements for projects, procurement of goods and services, contracts, reports, and agreements

- Identify issues and recommend solutions in order to optimize resource utilization

- Support, train, mentor and provide coaching and feedback to staff. Document and implement performance standards to accomplish objectives and meet standards while developing staff skills and competencies

- Apply collective agreement language, policies and procedures and coach staff regarding the same

- Pursue best practices and promote new and innovative approaches to service delivery

Provides leadership and guidance to a team to promote effective customer service delivery

- Investigate complaints and incidents, perform proper follow up investigations, and implement corrective actions

- Work closely with the Customer Service team to ensure consistency in messaging and expedient and appropriate resolution to customer concerns and inquiries

Other duties as assigned

### **Qualifications, Competencies**

Diploma in civil, electrical, or mechanical engineering, or a related program

A CET designation is preferred

3 years of recent and relevant supervisory experience in an operational environment

Consideration will also be given to candidates with three years recent/relevant experience in public administration or business management, preferably in a unionized environment

Must demonstrate corporate competencies: Customer Focus, Results Orientation, Integrity, and Teamwork

### **Skills, Abilities, Work Demands**

Strong, effective communication, customer service and interpersonal skills

Knowledge of mechanical, electrical and building maintenance and repairs

Excellent leadership skills with ability to coach, motivate and develop employees

Effective conflict resolution skills with the ability to mediate and facilitate effective solutions

Effective organizational and problem solving skills, including the ability to deal with and prioritize numerous enquiries

Sound knowledge of the Occupational Health and Safety Act as well as health and safety practices to ensure minimum requirements are being maintained

Strong ability to interpret and apply legislation, federal and provincial acts, municipal bylaws, policies and collective agreement language

Proficient computer skills including with MS Word, Excel, Outlook and databases

Ability to research, analyze, and formulate solutions to complex issues

Ability to meet deadlines under pressure

Ability to walk and stand for prolonged periods of time

Ability to work in inclement weather

Valid Class "G" driver's license

Ability to work outside regular business hours as needed

Required to obtain and maintain satisfactory criminal record check

### **Closing Statement**

Please apply to Career Opportunities at: [www.cityofkingston.ca/Careers](http://www.cityofkingston.ca/Careers)

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at [HRCity@cityofkingston.ca](mailto:HRCity@cityofkingston.ca)

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.