

Job Description:

This position is in the Transportation Services department within the Division of Finance and Administration at Oregon State University. Transportation Services supports the University's mission by providing faculty, staff, students, and visitors with safe, sustainable, customer-focused, and fiscally sound transportation programs and services. The Transportation Services department includes staff who specialize in parking, motor pool, and transportation options.

Reporting to the Parking Manager, the Field Supervisor is responsible for the maintenance and the field representative (parking enforcement) staff in Transportation Services who play an important role in creating a welcoming and attractive campus environment. The person in this position regularly works in the field to be easily accessible to their staff, providing leadership and coaching to ensure high quality maintenance and enforcement activities.

This position requires excellent organizational and personnel management skills to independently assign, monitor, and report on field tasks and conditions in a timely manner.

Under the guidance of the Parking Manager, the Field Supervisor has the authority to assign work, design staff schedules, conduct performance evaluations, hire and fire employees, and make purchasing decisions within the scope of the annual field operations budget. This position has the authority in the field to make decisions about citation issuance beyond the discretion of Field Representatives.

Job Requirements:

50% Supervision and Organization

Facility Maintenance.

The Field Supervisor anticipates and evaluates upcoming facility, equipment and staffing needs for department maintenance activities. Schedules and coordinates routine maintenance including pressure washing, sign maintenance, gravel installation, striping, and other parking facility maintenance tasks. Supervises and assists in the skilled repairs and upgrades to field equipment such as pay stations, parking meters, Transportation Options equipment (bike lockers, etc.).

Responsible for the department's work order management system used to appropriately plan, assign and monitor field staff tasks. Ensures staff document task completion with accurate records.

Regularly inspects maintenance work for quality and compliance with standards. Quickly remedies

any inadequate or incomplete work. Leads maintenance staff to quickly respond to changing work conditions (caused by weather, activities on campus, or other unforeseen circumstances).

Develops or updates maintenance and evaluation checklists to ensure an ongoing awareness of maintenance needs. Regularly assesses the condition of capital assets including surface lots, parking garage, pay station machines, bike lockers, etc. Assists the Parking Manager with oversight of contracted maintenance services by inspecting work for quality and timely completion. Works with the Parking Manager to maintain and implement the department's Pavement Management Plan.

In consultation with other campus transportation professionals, locates permanent traffic control devices without conflicting with utilities or landscaping.

Field Representatives.

The Field Supervisor leads field representatives, who issue parking citations. Coaches staff to understand the limits of their discretion and how to enforce Standards while still providing quality customer service. The Field Supervisor is the primary contact for all field staff seeking solutions that adhere to university Standards, department policies and management expectations.

Regularly evaluates enforcement program by monitoring enforcement patterns, ensuring consistent coverage of the parking lots; recommends appropriate citation types and fees. Reviews parking citations for accuracy and compliance with University Standards.

Evaluates and communicates any technical, equipment or staffing needs to the Parking Manager. In coordination with the Parking Manager and the vendor, ensures all License Plate Recognition (LPR) equipment is functioning properly.

Communicates all planned field activities – including closures and event operations – to department staff to ensure campus notifications are consistently made in a timely manner, meeting customer expectations and legal requirements.

Carefully manages pre-event planning and coordination with staff in Transportation Services and other departments. Oversees parking-related field operations for campus events, including set-up of parking control signs and barricades, staffing, breakdown of event materials, debriefing co-workers and department leadership team on operational effectiveness, and making recommendations for improvements.

25% Coaching and Employee Supervision.

Under limited supervision of the Parking Manager, the Field Supervisor assigns and assesses the work of the maintenance and enforcement staff for Transportation Services.

Hires, trains, evaluates and schedules maintenance and enforcement staff. Coordinates proper safety and skills training. Identifies processes that need improvement for greater efficiency, organization, and error avoidance. Fosters an attention to detail and quality in all tasks or projects. Leads the field implementation of the department's customer service program to create a welcoming campus environment.

Clearly defines the staff member's roles in writing through current position descriptions and written expectation documents. Regularly communicates expectations with staff and shares when they are or are not being met. Conducts regular, meaningful, timely performance reviews for reporting employees. Intervenes to resolve interpersonal conflicts before they escalate.

Meets regularly with his or her supervisor and other department leaders to ensure consistent communications, report accomplishments and evaluate areas for improvement.

10% Department Vehicle and Equipment Management

The Field Supervisor develops, updates, and implements an inspection and preventative maintenance schedule for all department-owned vehicles and equipment including tools, machinery, traffic control devices, equipment, radios, cell phones, and more. Acts as the fixed asset custodian for annual university inventory reporting. Maintains shop supplies and detailed inventory records.

10% Department Administrative Duties.

Leads the enforcement staff in monitoring and recording parking lot capacity and utilization data for parking system management. Updates training materials other administrative guides used by the field staff.

Provides detailed field operations annual budget requests to the Parking Manager for inclusion in the parking operating budget.

5% Other Duties

Other projects or tasks as assigned by the Parking Manager or the Director.

For complete position details or to apply: <https://jobs.oregonstate.edu/postings/79584> Posting #P03136UF Closes July 26. Oregon State University is an Affirmative Action/Equal Opportunity employer and particularly encourage applicants from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.