

AIRPORT PARKING OPERATIONS SUPERINTENDENT

A. CLASS DEFINITION

Under general direction, the incumbent performs a variety of administrative duties that involve direct monitoring and evaluation of parking facility operations and related shuttle bus operations. The Airport Parking Operations Superintendent coordinates activities of Port staff and contract personnel involved in parking lot operations, parking lot bus shuttle operations, and parking and bus revenue collection. This individual is responsible for negotiating and monitoring contract provisions for Airport public parking, bus shuttle and revenue control system contracts, including monitoring contractor's procedural compliance with contract provisions, processing of contracts and related payments and documenting performance; provides guidance to contract staff, and supervises support staff. (Bus Operations responsibilities include the contract under which service is provided to the Airport's parking lots and the AirBART service linking the Airport Terminals and Coliseum BART Station; but excludes responsibility for bus operations serving the Airport's Rental Car Center). Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Airport Parking Operations Superintendent is expected to carry out complex and varied assignments without detailed instruction. It is distinguished from a Coordinator-level position in that the Airport Parking and Bus Operations Superintendent is a full supervisory classification responsible for administering the parking and related shuttle bus transportation programs and related public-side contracts. The incumbent receives direction from the Airport Business Manager and will direct the activities of Port staff and coordinate the activities of vendor contracted personnel.

B. TYPICAL TASKS/DUTIES (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed. Incumbent may perform other related duties at the equivalent level.)

1. Monitors and evaluates the day-to-day activities of the parking lot to ensure compliance with applicable policies and procedures pertaining to parking and parking area bus shuttles.
2. Assists the Airport Business Manager in the development and implementation of landside programs pertaining to parking and shuttle service.
3. Assists in the development of the Airport Business department budget by preparing requests and justification for specific budget items; prepares or oversees development of operational reports as assigned and provides general administrative support to the Airport Business Manager in the area of parking operations, parking revenue control, and parking lot bus operations. Monitors parking and shuttle bus budget status.
4. Works with vendor and Airport Business staff to prepare annual operating budgets for inclusion in Port budgeting process. Audits, or directs staff to audit monthly parking and bus operations bills for accuracy and unauthorized charges and approves payment. Prepares billings for payment for all Airport parking and related shuttle bus activities.
5. Monitors daily, weekly, monthly and annual parking and bus revenue and compares them with enplaned and deplaned air carrier passengers, parking-transaction volume and parking lot vehicle inventories; oversees development of various reports to compare and analyze data, including time-series comparisons and benchmarking comparisons with peer airports.
6. Obtain data and maintain databases on parking vehicle and bus passenger counts, peak occupancies and trends, etc. obtained from the vendor and the parking and revenue control system. Oversees preparation of statistical analyses of month-to-month, year-to-year and peak season usage for budget-development purposes including comparing budgeted to actual revenue and to forecast revenue for current and future fiscal years; and to facilitate forecasts of future demand required for the purposes of facility and fleet planning, and

establishing service levels. Collaborates with other Port staff in development of short and long-term facility and service plans.

7. Plans and implements facility and equipment maintenance programs, including revenue control systems and vehicle fleet, performed either on a contractual basis or by the Port through regular inspections and follow-up as necessary.
8. Performs analyses of contract revenues, related capital funds flow, profit and loss; develops and administers operating and capital equipment budgets; implements revenue control policies and procedures.
9. Sets goals and directs overall activities of the contract parking and bus shuttle vendor managers as they relate to contract execution and meeting Port/Airport goals; discuss problems, requests, projects, etc.
10. Provides input for, and recommends parking operations policies and procedures that may include content and interpretation of agreements with the vendors.
11. Contacts lessees and permittees regarding complaints, performance deficiencies and other coordination problems; resolves complaints or refers matters as appropriate or other airport personnel.
12. Coordinates AirBART service and contractual issues with Bay Area Rapid Transit (BART); resolves contract matters to the extent possible or refers others to the Airport Business Manager or other appropriate Port personnel.
13. Prepares specifications and requisitions for and inspects small public works contracts for jobs such as signage, parking lot maintenance, and construction projects.
14. Performs related duties as assigned.

C. KNOWLEDGE, SKILLS AND ABILITIES

To perform the typical tasks and duties of the position successfully, the knowledge, skills and/or abilities listed below are required.

Knowledge of:

- Principles and practices of contract administration.
- Basic accounting principles and practices.
- Basic principles of budget development and implementation.
- Airport parking and traffic regulations and City of Oakland traffic codes and ordinances.
- Parking operations and electronic parking revenue control systems.
- Standard office machinery, personal computer and office software.
- Transit-type shuttle bus operations and revenue collection; parking operations and electronic parking revenue control systems.
- Principles and practices of supervision, including training, coaching, and counseling, and team building techniques in a customer service environment

Ability to:

- Provide effective leadership and direction to staff.
- Establish and maintain effective working relationships with other Port staff, vendors/contractors and others contacted in the performance of duties and to work as a team.
- Interpret and enforce Port administrative/operational policies, practices and procedures.
- Communicate effectively both orally and in writing.
- Prepare and negotiate contractual documents.
- Use a personal computer and use standard office software applications.
- Resolve concerns, conflict, complaints and grievances with employees, contractors, tenants, vendors and customers in an effective, professional manner.
- Exercise sound independent judgment within general policy guidelines.
- Research, analyze and evaluate operational and procedural practices and make effective recommendations.
- Prepare comprehensive reports in a logical, comprehensive, concise manner.
- Work under deadlines and coordinate several concurrent assignments.
- Work with minimum supervision.
- Develop and implement goals, objectives, policies, and procedures, and internal controls.
- Develop and administer departmental budgets; negotiate and administer a variety of contracts. Oversee development of vendor/contractor budgets.
- Analyze administrative and program information, evaluate alternative solutions and recommend or adopt effective courses of action.

D. PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to perform this job successfully.

While performing the duties pertaining to this position, the incumbent is regularly required to make use of close vision to read reports, summaries, digests, and other documents. The employee must occasionally lift objects weighing in excess of ten pounds, and is required to walk, stand, and stoop to inspect outdoor sites. The incumbent must have eye, hand and foot coordination to operate a motor vehicle in conformance with Port policies and the State Vehicle Code.

E. WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job.

The incumbent typically works indoors in an air-conditioned office, with a mixture of natural, incandescent and fluorescent light. Typical noise levels are muted by acoustic ceilings, carpet and sound-deadening wall panels. The employee occasionally works outdoors in a variety of weather conditions.

F. EDUCATION AND EXPERIENCE

This position requires a combination of education and experience reflecting possession of the required knowledge, skills, and abilities. A typical combination would include a bachelor degree from an accredited college or university in business administration, engineering, urban planning or a related field **plus** five years of progressively responsible experience in contract administration or an airport landside environment, of which at least one year must be in a supervisory capacity in an airport administration environment.

G. OTHER CHARACTERISTICS

1. Must possess a valid California Class C driver license at the time and for the duration of appointment.
2. This Airport specific classification requires each incumbent to complete and pass a Transportation Security Administration/Federal Aviation Administration (TSA/FAA) 10-year employment history verification, which will include fingerprinting and a Criminal History Records Check (CHRC) prior to being considered for this position. This status must be maintained for the duration of employment at the Airport.
3. Must be willing to work odd hours, weekends, and holidays as required.
4. Must be available for on-call duty as required by emergency situations, or as required for uninterrupted Port operations.

CLASS CODE:	10685
STANDARD HOURS-DAY/WEEK:	7.5/day – 37.5/week
CS STATUS/UNIT:	Classified/K
FLSA:	E xempt
Classification Created: (Port Ordinance)	March 20, 2007 (3986)