



IMPROVEMENT AUTHORITY
MIDDLESEX COUNTY ♦ NJ

TITLE: PARKING DIVISION MANAGER
DEPARTMENT: PARKING DIVISION
SALARY: BASED ON QUALIFICATIONS
TRAVEL REQUIRED: YES

KEY OBJECTIVE(s):

The main purpose of the Parking Division Manager is:

- To be primarily responsible for day-to-day parking operations, including public parking, employee parking, off-street parking facilities operated by the MCIA

PRIMARY RESPONSIBILITIES:

- Manage/Mentor parking team members who responsible for providing outstanding guest service experience throughout MCIA parking division
- Oversee parking division employees at multiple facilities
- Schedule, train, mentor, parking team to ensure team provides exceptional service
- Responsible of overall appearance and condition of facilities
- Assist director with writing parking division policies and procedures
- Assist director in managing all third-party parking service contracts including (PARCS, PGS, Elevator, CCTV, Maintenance, Irrigation, Towing, etc.)
- Lead effort to install and implement most advanced parking and transportation technology
- Responsible for cash handling, cash withdrawal, ensuring change recycler is full in cash pay station.
- Analysis critical parking and traffic data to provide guidance in future business making decisions.
- Perform routine audits, including revenue, PARCS system, and operational audits
- Create necessary monthly operational and financial reports
- Advise director on any departmental needs, make recommendations to improve parking operations
- Planning and management of irregular operational events including snow removal and other emergencies

DESIRED QUALIFICATIONS:

- A minimum of 10 years of experience in parking management
- Professional certifications in parking a plus

- Proven track record of building new parking operations team
- Excellent customer service skills with the ability to interact with customers in a manner consistent with the values of Middlesex County Improvement Authority
- Experience in developing and managing relationships with vendors, contractors, employees, and guests.
- Ability to respond nights and weekends when necessary
- A valid drivers license is required

PHYSICAL JOB REQUIREMENTS:

- Stand/move about – frequently, 50%
- Sitting – frequently, 50%
- Occasional Pushing/Pulling – Up to 30lbs
- Occasional Lifting – Up to 30lbs

Please reach out to Tom Merli, Director of Parking (Tom.merli@mciauth.com) to apply for the position or if you have any questions.