



## ASSISTANT OPERATIONS MANAGER

**Classification**

Non-Exempt, Non-Bargaining Unit

**Reports To**

Operations Manager

**Salary Range**

\$19.63 - \$31.41 per hour

**Date**

January 1, 2021

**Job Description**

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**Summary/Objective**

This position is responsible for the daily operational needs of all Lancaster Parking Authority (LPA) facilities according to policy and procedure. The Assistant Operations Manager is expected to deliver a high level of customer service while performing parking services. The Assistant Operations Manager and Operations Manager will work closely together to achieve operational goals.

**Essential Functions**

- Performs operations duties on and off street such as meter post placement, traffic control, garage car counts, and/or ramp duty.
- Assists attendant staff with heavy exit flow or customer troubleshooting.
- Assists with layover procedures such as chalking, booting and towing vehicles.
- Assists with emergency equipment repair.
- Investigates and documents security activities including accidents, incidents, suspicious activities, safety and fire hazards and other security related situations.
- Maintains a working knowledge of all emergency policies and procedures.
- Ability to handle both common and crisis situations, calmly and efficiently.
- Mentors attendant and security staff.
- Performs other tasks as assigned.

**Competencies**

- Collaboration – Human Resource Management
- Communication – Respect & Response
- Ethical Conduct – Honesty & Integrity
- Hospitality & Customer Satisfaction
- Problem Solving & Initiative
- Productivity – Delivering Results
- Safety
- Strategic Thinking & Stakeholder Engagement
- Team Member Development



**Required Education and Experience**

- High School Diploma or equivalent
- Valid driver's license with acceptable driving history
- Minimum of five years' work experience in operational role

**Additional Eligibility Qualifications**

- Ability to speak, read, write and comprehend the English language.
- Ability to convert military time to standard time and time calculation.
- Ability to perform basic mathematical skills (addition and subtraction).
- Demonstrates good work habits and attention to detail.
- Computer literate with a working knowledge of Microsoft Office.
- Ability to work effectively in a team environment.

**Position Type/Expected Hours of Work**

This is a full time, non-exempt position. This position must be available to work evenings and weekends with on-call responsibilities for nights, weekends, and holidays. Facilities are open 24 hours a day on every day of the year and work hours could occur at any time of day based on operational needs.

**Work Authorization/Security Clearance**

Candidate will be required to successfully pass drug, criminal background and DMV records check.

**Supervisory Responsibility**

This position has no supervisory responsibilities.

**Work Environment**

While performing the duties of this job, the employee is frequently subject to fumes or airborne particles, moving mechanical parts and vibration. The employee is frequently working in outside environmental conditions including extreme cold and heat. The noise level in the work environment can be loud.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is required to stand and walk for extended periods of time; kneeling or rest on knees; use hands to finger, handle or feel; and reach with hands and arms. The job is considered as medium work. The employee may exert up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. The employee will need to push or pull a cart uphill and downhill. The employee must be able to move agilely to avoid moving vehicles. The employee is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.



**AAP/EEO Statement**

The Lancaster Parking Authority (LPA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the LPA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

**Other Duties**

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.