



VACANCY ANNOUNCEMENT

Job Title: Shift Manager

Department: Airport Operations Division

Representation: Non-Represented

Annual Salary: \$54,630 - \$69,126

Posted: Wednesday, April 17, 2019 – Tuesday, April 30, 2019 (Internal Only)

Persons Eligible:

Current employees of the Philadelphia Parking Authority (PPA) who have been employed by the PPA and in their current position for at least six (6) months.

Job Description:

The Airport Operations Division of the PPA has an opening for one (1) full-time Shift Manager. The Shift Manager's primary responsibilities include enforcing the policies and procedures as promulgated by the Standard Operating Procedures (SOP) Manual, managing daily operations of the airport parking facilities and keeping the Director of Operations and Deputy Director of Operations appraised of any personnel, equipment, or material issues that may have an impact on the operational capability of the airport parking facilities. Also, manages all employees within a given shift and coordinates employee activities. Evaluates and monitors operational and administrative processes and determines standards. Works with upper management to meet facility budgets and analyze operations to ensure maximum return on the PPA's airport parking assets. Delivers extraordinary customer service. Interacts with customers to provide information and assistance. The Shift Manager must be able to work a schedule that includes weekends, evenings and holidays. Work is performed in indoor and outdoor environments and requires moderate physical exertion.

Principal Duties:

- Brief the oncoming Shift Manager regarding personnel, equipment, or material issues that require attention.
- Conduct a turnover of the funds/bank allocated for assigned shift.
- Inventory and accept custody of the off-going Shift Manager's keys and hand held radio.
- Review and approve/disapprove leave requests.
- Review the daily Logbook, Callout Leave Log, and the OSP-US Log taking note of potential problem areas.
- Tour all parking facilities, regularly, ensuring personnel are posted at checkpoints, inspecting for cleanliness of the facilities and noting safety hazards.
- Distribute, receive and account for the operating funds/banks issued to the Revenue Supervisor.
- On Sundays, the Shift Manager on duty is solely responsible for the money room operations and responsibilities.
- Conduct daily armored car service runs at the Economy Toll Plaza.
- Respond to all calls involving accidents, damaged vehicles, and customer complaints.
- Ensure that required paperwork of all contractual work is received and filed.
- Coordinate with onsite contractors in the completion of contractual work.
- Perform other job duties as assigned by the Director of Airport Operations.

Required Knowledge, Skills and Abilities:

- Ability to coordinate and manage a large workforce;
- Ability to work independently and maintain confidentiality;

- Knowledge of departmental procedures and policies;
- Knowledge of the principles and practices of airport parking management;
- Ability to communicate effectively with others, both orally and in writing;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to establish and maintain effective working relationships with personnel from other City agencies, members of the business community and the general public;
- Ability to multi-task and prioritize work activities.

Computer Skills: Must have basic typing skills, and be proficient in Microsoft Word, and Excel. Must have experience with revenue control software and/or equipment.

Reasoning Ability: Ability to solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Supervisory Competencies/Responsibilities: Manages additional staff. Familiarity with all applicable employment laws and the Philadelphia Parking Authority’s Employee Manual. Carries out supervisory responsibilities in accordance with the Philadelphia Parking Authority’s policies and procedures. Responsibilities include planning, assigning and directing work; appraising performance; ability to address and resolve employee issues within the Airport Operations Department.

Working Hours: PPA airport parking is a 24/7/365 day operation. Applicants must be available to work all shifts including nights, weekends, holidays, and emergencies when declared by the PPA Executive Director and/or the City of Philadelphia. Shift is eight hours, including half hour paid lunch. Shifts are determined by management.

Minimum Acceptable Training, Experience and Education:

- An Associate’s Degree (A.A.)
- Three (3) years of supervisory experience required
- A combination of education and at least five (5) years of years of experience in procedural, organizational and operational analysis related to parking management will be considered.
- Must possess a valid driver’s license.

Testing: No

TESTING CRITERIA:

60% ORAL INTERVIEW

30% - ATTENDANCE,

10% - LATEST ANNUAL PERFORMANCE EVALUATION

Applicants who have at least ten (10) years of service will have four (4) points added to their total score.

The Philadelphia Parking Authority is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, and genetic information.

**PLEASE SUBMIT RESUME TO:
MR. DARRYL WHITE, DEPUTY MANAGER
HUMAN RESOURCES DEPARTMENT
PHILADELPHIA PARKING AUTHORITY
701 MARKET STREET, SUITE 5400
PHILADELPHIA PA 19106**