**Department of Human Resources**

**Exempt Job Description**

**Job Title:**  Manager, Parking & Campus Safety Support Services

**Job Number:**  X-204 | VIP: 1139

**Band:** 6

**NOC:**  6316

**Department:**  Risk Management

**Supervisor Title:** Director, Campus Safety

**Last Reviewed:**  April 27, 2022

**Job Purpose**

The Manager of Parking and Campus Safety Resources is accountable to the Director of Campus Safety for the provision and operation of TUEFRT, Walkhome, Student Dispatchers, parking facilities, administration of the parking system, implementation of new parking technology and effective enforcement in a cost-effective manner. They provide support to the Campus Safety team and coverage for the Campus Safety Manager in their absence plus share in the rotational on call duties. The Manager of Campus Safety Services is further responsible to ensure all community facing staff provide high quality customer service and response. Key responsibilities of the position include:

* The incumbent prepares operational and business plans and is vitally involved with the implementation of those plans to meet budget targets and planning deadlines.
* Responsible for daily operations and adapting to campus growth and changes in a collaborative manner.
* In the absence of the Director of Campus Safety they may provide coverage and will be rotation for on call coverage.
* The incumbent conducts a variety investigations in support of the Manager of Campus Safety Operations. This includes complaints of sexual violence, harassment and workplace related investigations.
* The Manager manages the day-to-day functions of parking services, dispatching services, TUEFRT and Walkhome. They monitor and oversees financial performance, communication regarding all aspects, and issue resolutions. In addition, this position is responsible for the direct management and supervision for 3 parking staff (2.25 FTE), 4 TUEFRT student employee team leaders and 16 student employee dispatchers.

**Key Activities**

***Dispatch and TUEFRT / Walkhome Management:***

1. Responsible for hiring, training, time sheets and scheduling all 16 student employee dispatchers, and 5 TUEFRT team leaders (student employees).
2. Responsible for the Walkhome and TUEFRT budgets.
3. Coordinates TUEFRT operations, responsible for maintaining TUEFRT charter, assist with hiring Team Leaders and resolve disputes and policy issues. Authority to terminate TUEFRT operations if public safety at risk.
4. Creates a 24/7 dispatching schedule, generates accounts through Parkadmin and provides work emails for all student dispatchers.
5. Reviews all dispatch entries to ensure the correct amount information is provide and clear.
6. Provides support to student employees.
7. Design and coordinate training program for student dispatchers and TUEFRT.

***On-call Campus Safety Manager:***

1. Responsible to provide guidance and direction to Security Guards after regular working hours and on weekends for both Peterborough and Durham campuses in a shared schedule with the Security Manager and Director. In order to do so, the incumbent must be fully conversant with all Campus Security protocols, the guards’ licensed and institutional authority, Security operating systems (radio, Axiom building security system, surveillance cameras etc.) and current security operations procedures and concerns.
2. Ensures Campus Safety Manager and/or Director is fully briefed on any issues of concern or requiring follow up at the conclusion of each on-call period.

***Campus Safety related Investigations:***

1. Responsible to investigate assigned investigations received by Campus Safety, including Sexual Violence complaints, Harassment complaints, Departmental Workplace Safety and a variety of assigned investigations.
2. Provides non-bias and supportive resources to all parties being investigated.
3. Maintain the required certifications related to conducting investigations (FETI, VTRA, etc)

***Emergency Management***:

1. Participate in and support the Emergencies Operations Centre / Group during campus related emergencies by overseeing the EOC Dispatch and Operations Centre administrative, logistical support and communications with on campus and community emergency service partners.
2. In ‘on call’ duties respond to on campus emergencies and communicate with the Director of Campus Safety and EOCG Chair.

***Parking Services Management:***

1. **Oversees staff, training, and professional development.**
2. Prepares performance evaluations, arranges work schedules, authorizes overtime.
3. Provides coverage for front office when staff are away, while maintaining all other duties.
4. Supervises the job postings, interviewing, hiring, and terminating, training and placement of full-time staff, temporary staff and now including one coordinator and student employees.
5. Encourages and supports opportunities for professional development.
6. Ensures all mandatory training is up to date and compliant.
7. Assigns projects and ensures completion.
8. Coordinates special event parking requirements with Athletics, Conferences Services, Trent Event Coordinators, and other stakeholders.
9. **Manages budgets**,
10. Develops annual budgets for Director of Risk Management and PVP approval
11. Monitors financial performances monthly.
12. Reviews all Financial Services month end reports, including all third-party revenue (Moneris, Pay and Display Machines and HotSpot).
13. Oversees administrative financial transactions, including payroll submissions, attendance sheet, monthly pay and display credit and cash reconciliations, cash float reconciliation, VISA card reconciliation, flex dollar transactions. Submits purchase orders for Director’s approval and charge back to departments for parking permits.
14. **Administration and Operations**
15. Develops and implements business and multi-year operational parking plans in collaboration with all stakeholders.
16. Determines strategies to increase and maximize revenue sources including enforcement strategies and recommending parking fee increases and plans operational expenditures to provide maximum benefit to the university.
17. Resolves all second level parking appeals and upset clients that walk-in, call or appeal online.
18. Coordinates special needs for event parking with host units. Often 10,000 plus attendees annually (Head of Trent, Convocation, Open House).
19. Anticipates and integrates improvements in technology and best practices. Sets service performance targets and regularly assesses the achievement of those targets. Adjusts plans annually to reflect performance and changing circumstances.
20. Obtains and analyzes parking statistics annually to determine if any changes are required to the parking system.
21. Coordinates RFPs for parking infrastructure enhancements and parking equipment purchases in consultation with FM, IT, or other Trent University departments, as necessary. In the case of FM project managed initiatives, acts as client representative to ensure the completed project meets the RFP requirements including budget and timelines.
22. Instructs, monitors, and works collaboratively with departments authorized to obtain temporary or special parking permits (Athletics, Conference Services, PVP executive assistants, Housing) to ensure compliance with Parking regulations and to deter misuse that could negatively affect parking revenue.
23. Maintains, develops, and implements standard operating procedures including cash handling, operation of parking vehicles, wheel clamps and towing, parking enforcement and permit management using ParkAdmin and Cale Web Office, software.
24. Maintains, develops, and implements standard operating procedures including cash handling, operation of parking vehicles, wheel clamps and towing, parking enforcement and permit management using ParkAdmin and Cale Web Office, software.
25. Coordinates parking enforcement by Parking and Security staff to encourage the safe, orderly, and equitable use of the limited number of parking spaces available to internal and external clients. Ensures Campus Security is aware of any security concerns identified by parking staff. Coordinates special event parking requirements with Athletics, Conferences Services, Trent Event Coordinators, and other stakeholders.
26. Works closely with the Facilities Maintenance Department to ensure that parking facilities are planned, constructed, maintained, repaired, and signed effectively.
27. Negotiates with City of Peterborough and London Property Corporation officials to ensure nearby parking operations do not negatively impact on Trent parking revenue.
28. Develops communications and information materials as required emails, website, portal updates.
29. Covers dispatch and parking administrator functions in the absence of regular staff. Operates Emergency Communications System when necessary.

**Education Required**

General University Degree (3 year) or College Diploma (3 year) in Business, Information Technology, law and security or related disciplines is preferred.

Certifications in:

Conducting Sensitive Investigations (Sexual Violence / Workplace);

Forensic Experiential Trauma Interviewing (FETI);

Violent Threat Risk Assessments (HCR-20, VTRA);

IMS 250 and 300;

Health and Safety Level 1;

Emergency Medical Responder;

Canadian Certified Parking Facilities Manager (CCPFM)

**Experience Required**

1. Eight years of directly working in Safety and Parking Services environment, preferably in a PSE environment, with at least three years’ experience in a supervisory position (hiring, training, and evaluation of personnel).
2. Demonstrated experience in service delivery and resource management including budget and financial accounting practices.
3. Demonstrated experience using Safety, Security and Parking system software and equipment.
4. Strong knowledge of privacy legislation, *Trespass to Property Act, Ontario Workplace and Safety Insurance Act, Private Security and Investigation Services Act*, *Highway Traffic Act*, *Ontarians with Disabilities Act*, municipal parking bylaws and parking best practices in a university environment; and
5. Advance knowledge of First Aid practices.

**Analytical Reasoning**

* Analytical reasoning and critical thinking are required to develop operational protocols and procedures for TUEFRT, Dispatchers and Walkhome to best provide safety and emergency response services to the university and ensure compliance with the OH&SA.
* Requires a high level of operational knowledge and understanding lay out of buildings, related policies, procedures, and computer programs: (Park-admin, Datatel, Cale Web Office, Excel, Moneris Point of Sale machine, Alertus Emergency Communication System,).
* Responsible for tracking, analyzing parking revenue and expenses for 1.5-million-dollar parking budget. The Manager must analyze and anticipate the longevity of all parking infostructures, the impact of snow removal 9on and offsite locations that meet ORCA standards) and staffing.
* While conducting serious or sensitive investigations, must accurately and effectively analyze statements, evidence, and conduct effective interviews. Quick decisions must be made whish are supporting University policy and best practices.
* Analytical reasoning must be applied to responsibilities that are diverse and can be complex in nature. Judgement must be exercised by adapting methods to arrive at the best possible solution. Appropriate course of action is required when planning projects and organizing workflow. Established practices and the University culture must be understood to resolve problems that can be controversial, especially within Parking Services. There is always a ripple effect to other departments when a change is made to the parking regulations policies and procedures; for example, increasing parking permit rates, appeals and lot closures.
* On-the-spot complex judgement is frequently required in situations of extreme time constraints such as emergency phone calls that could be life or death situations, especially when acting as the on-call Security Manager, angry customers at front counter, appeals and dealing with equipment or systems failure (LPR, Pd machines, Axiom, radios, Ops Commander system) all could have a negative impact on the University.
* Situations arise where the incumbent must adjust plans and priorities to respond to changing circumstances, such as bad weather (snow removal), staff call-ins, and failure with software.
* Assessing risk and determining timelines for parking maintenance projects to minimize negative and maximize positive impact on the University.
* Must adapt knowledge and understanding for several policies, procedures, and computer programs to resolve numerous broad-based issues in all service areas. For example, managing the conflicting demands for parking services by Athletics community members and Trent parking customers in such a way that neither the Parking nor Athletics programs are negatively impacted, and the best interests of the university are served. Situations are broad in scope and lack standard practice to resolve, as parking policies and procedures vary widely in the Ontario PSE sector.
* Incumbent requires analytical reasoning and critical thinking to plan and implement best practices for the operation of Parking Services by determining the potential effect on revenue, user satisfaction, safety and security of nearby parking operations, addition of new buildings, other infrastructure, enforcement and fee changes, technology improvements.

**Decision Making**

* The incumbent makes decisions regarding a budget of that can exceed $1.5m in revenues and expenditures including staffing, maintenance, and third-party resources.
* Decisions made are not required to be approved by Director unless relating to significant budget purchases or affect other departments’ operations or if the University’s reputation could be compromised.
* Make decisions that directly effect TUEFRT and their daily operations on campus.
* Makes decisions in absence of policies for Parking and TUEFRT
* In absence of the Director Risk Management and Security Manager, the incumbent may act in their place. Also participates in rotating Manager on call schedule. Responsible for after hours Campus Safety operational decisions, staff scheduling, emergency operations group activation.
* When serving as the on-call Security Manager, makes decisions that can affect life safety as well as university operations and reputation, such as deciding when to activate the Alertus Emergency Communication System in response to an on-campus threat. Depending on time constraints, the incumbent may have to make a decision and act before consulting with the Director.
* Policy and procedures assist with all planning and organizing of services provided to our clients. Open communication and consultation are available if there is any doubt. For the most part the individual will require the ability to work independently and as part of a team, as well as to shape and share the goals of the unit and to lead others in accomplishing its goals.
* For the most part polices are defined as to their intent, purpose, and application, but the incumbent is required to brainstorm and act independently in making day to day decisions with staff regarding workflow, special requests, appeals and priorities.

**Impact**

* The incumbent applies job knowledge when analyzing, problem solving and takes initiative so that the impact of their decision is minimal to other departments and their clients.
* Failure to make appropriate decisions while serving as on call Security Manager could result in loss of life, injury, property damage and financial damages. Plus, the legal and reputational impacts on the University.
* As the on-call Manager is responsible for ensuring the compliance with university policy such as after hours reports for sexual violence, emergency management and/or reputational complaints, in a timely and knowledgeable manner.
* Providing effective conflict resolution and mediation for students and staff to limit conflict escalation and student satisfaction.
* Responsible for generating and completing accurate campus safety reports.
* Typical actions or decisions in parking extend to all University units, students, and external clients (visitors, donors, Athletics community members). Decisions regarding special events and night parking enforcement can have positive or negative depending on the situation. Working closely with internal clients (Development, Conferences and AC Staff) and external clients (Food Service Supplier, MNR, Bookstore, Child Care and Noblegen) regarding parking can make a difference to the success of a Trent event.
* The incumbent works proactively to make the provision of parking services appear seamless to clients by incorporating cross training, knowledge of policies and procedures like the Accessibility Audit information into routine visual checks. The incumbent keeps current regarding upcoming events throughout the University such as construction projects, special events, camps, and changes in the academic/calendar year such as NSO, ISW, start-up of classes and exams.
* The incumbent must be able to use discretion and maintain confidentiality.
* In order to ensure compliance with MOL, emergency responder certifications, the Manager must ensure that all members are adequately trained and resourced. TUEFRT members and/or without the proper resources would create a serious disruption to incident response and emergency services and would lower the level of safety of community members.

**Responsibility for the Work of Others**

Direct Responsibility

* 2.25 FTE Parking staff (administration and enforcement)
* 5 TUEFRT Student employee team leaders during AY
* 16 student employee dispatchers during AY
* 2 WalkHome Student Employee Team Leads
* While on-call direct supervision of Security

Indirect Responsibility

* 15 Security Guards regarding rotational ‘Manager on Call’ and in the absence of the Security Manager as well as parking enforcement at night and on weekends
* # TUEFRT emergency medical first responders
* Supervisors and managers in departments who are authorize temporary parking permits on behalf of Parking Services (Athletics, Conferences and PVP executive assistants)
* Contractors doing paving, sweeping, snow removal, line painting, sign repairs.

**Communication**

Internal:

* Parking– (Colleagues, faculty, staff, students, university officials and visitors)
* Director of Risk Management – Communication updates regarding parking, or risks relating to
* Student dispatchers – communications of policies, schedules, duties, and other assignments.
* TUEFRT – communicates policies, special events, access, health and safety protocols and other assignments.
* Security Guards – Special functions like convocation, building access/schedules, security concerns regarding lost keys, parking control.
* Housing - Parking during moving in and out dates. Overnight policies procedures.
* FM Managers and Staff – Parking and Access Control Projects
* Athletic Director – shared parking resources, events, and expenses
* Finance – Budgets, Purchasing- RFP, purchase orders and contracts.
* HR Managers and Staff – Staff inquires, payroll, employee green cards, employee status.
* Ancillary and TCSA Transportation Committees
* Alumni and Conference Services – large special events

External:

* Suppliers of Pay and Display units and software providers (ParkAdmin, Cale)
* External Contractors and Architects with regards to projects such as the parking lots and buildings.
* Ontario Campus Parking Association (OCPA) members regarding best practices for parking
* City representatives regarding parking by-laws, community sports areas
* London Property Corporation managers
* External Clients- who require parking services. Individuals who work at the university but as a separate organization: Food Services, Follett, Health in Motion, Trent day Care, MNR, ICAV, Noblegen, Suppliers and Contractors.

**Motor/ Sensory Skills**

* Fine motor skills and dexterity –computer skills for word processing, keyboarding, telephone, fax machine, cameras, and other equipment such as iPhone and tablets
* Hearing- Listen to clients inquires and concerns via telephone and direct communication.
* Sight – Reading emails, relative information, observation of staff and client’s behaviour, reading stamped lock codes, blueprints, and keying charts.
* Able to operate Parking vehicles, wheel clamps, and hardware.

**Effort**

Mental:

* Concentration and focus – reading and mental problem solving; concentration required to work on Parking strategic plan, infrastructure projects and other issues while front line staff respond to customer queries regarding keys, parking, security, and card inquires.
* Frequent interruptions and distractions from walk-in traffic, telephone, and emergency emails.
* Ability to move from one task to another rapidly and accurately.
* Constantly learning and updating First Aid and CPR policies as well as Health and Safety protocols to ensure the safety of TUEFRT and the Trent community
* Constantly keeping up to date on legislation and protocols affecting provision of security services on campus.
* Multitasking - Able to prioritize and respond to many varied demands to assist staff, request for advice, interpretation, analysis, and response in functional areas, to meet often noticeably short deadlines.
* Sensory effort - Reacting/responding to unusual circumstances, sustained sensory awareness.
* Judgment - able to apply knowledge and skills to respond to emergencies, requests for advice, problem solving and decision-making, knowing when to consult.
* Sensory effort - Reacting/responding to unusual circumstances, sustained sensory awareness.

Physical:

* Sitting and remaining motionless; keyboarding and reading
* Frequent inspection of parking facilities requires walking and or driving.
* Able to physically operate a motor vehicle and remove a wheel clamp.
* Working outside in all conditions when repairing or replacing equipment for a Pay and Display machine

**Working Conditions**

Psychological:

* Complaints - regarding change of policies and procedures relating to controlled parking, access control, regarding paid parking, snow removal, accessible parking etc., second level parking appeals, deal with confrontational people regarding clamping/tows, deal with people regarding collections outstanding tickets,
* Some clients become extremely agitated and verbally abusive.
* Interruptions – Open door policy to internal/external clients and staff.
* Time pressures – Due to start-up of classes in Sept, January, year-end budgets, project deadlines.
* Conducting investigations involving Students, Faculty and Staff who have experienced sexual violence, assaults, suicides, deaths and injuries, mental wellness are extremely mentally stressful and can cause secondary trauma.
* Deceptive individuals may cause additional stress due the lack of evidence to provide a satisfactory outcome for victims.
* Complaints about security guards, time pressures, dealing with frustrated/angry/upset people, interruptions, after hour call ins, last minute requests for service cause significant disruption to mental health routines and the ability to disengage from work