



Job Description

Job Title: Parking Security Supervisor – Avenir Centre
Department: Events
Reports To: Event Manager
FLSA Status: Part-Time

Summary

The parking Security Supervisor will oversee all control and access to the rear parking lot that is connected to the Avenir Centre on all event days/when required. This position will be responsible for ensuring the orderly conduct of pass holders when using the lot and ensuring that unauthorized users do not park in the lot causing building concerns. This position will be responsible for hiring and training another parking lot attendant capable of performing the same duties when unavailable.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Ensures superior customer service by enforcing parking lot rules with patrons and guests
- Plans, organizes, and assigns all day-to-day work assignments for expected attendants and pass holders
- Works with the Event Manager to be prepared in advance for upcoming events and expected challenges for parking.
- Maintain adequate levels of parking equipment and supplies for parking enforcement including uniforms, flashlights, radios, scanners, jackets, batteries, pens, incident cards, and wristbands.
- Welcome and manage the movement and the activities of guests as they arrive at the event; preparation and implementation of crowd control; monitor flow of crowd for duration of event and reallocate resources when necessary
- Assist guests with specific concerns related to their enjoyment or involvement with the event by communicating and acting in a timely, polite, and professional manner
- Professionally, diplomatically, and pro-actively re-enforce house rules/policies - including management policies and municipal by-laws, and use discretion where no such rule exists
- Provide a written record to management, or ensure that written records are collected and distributed to management when appropriate. Keep written records on file in an organized manner in case they are required later
- Continuously monitor work area for potential safety issues and take appropriate action; take action to ensure that all assigned work areas are clean and tidy before an event



- In conjunction with direction from management and emergency personnel, lead, direct, and advise emergency services when they are arriving at the parking lot for an emergency.
- Maintain a high level of knowledge of the event and facility
- Works extended/irregular hours including nights, weekends, and holidays, as needed
- Assist the Event Manager in various activities as instructed
- Other duties as required and assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Skills

- High level of professionalism
- Ability to work under pressure
- Great with customer service
- Good ability to read and follow directions

Other Qualifications

The parking Security Supervisor must be able to work irregular hours as dictated by the event schedule, including nights, weekends, and holidays. Must have the ability to modify their schedule as the event dictates.

To Apply

This position is a part-time position and can vary in available hours.

Sarah Terry, Event Manager— ASM Global

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Please ensure the subject line reads: ***Parking Security Supervisor***

Only successful applicants will be contacted.

Closing Date: Until filled