

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Tentative Classification Standard

Occ. Code 3017100

Parking Operations Supervisor 1, Grade 14 3017100
Parking Operations Supervisor 2, Grade 18 3017200

Brief Description of Class Series

Positions in this class provide customer focused parking services to New York State employees, State agencies, contractors and consultants, and the general public through the management of efficient and cost-effective parking operations. These positions are classified only in the Office of General Services (OGS).

Distinguishing Characteristics

Parking Operations Supervisor 1: second supervisory level; under the general direction of a Parking Operations Supervisor 2, directly supervises a group of Senior Parking Services Attendants and indirectly supervises Parking Services Attendants at large parking facilities.

Parking Operations Supervisor 2: managerial level; under the general direction of the Parking Services Manager, administratively supervises enforcement of parking policies, event management, maintenance operations, ensures adequate staffing of parking facilities, and works with agency parking management and police agencies to implement security policies and procedures; and directly supervises Parking Operations Supervisors 1 and lower-level staff.

Illustrative Tasks

Parking Operations Supervisor 1

Oversees management of daily roster and ensures adequate coverage of parking locations, posts, and daily shifts including nights and weekends.

Handles customer complaints referred by Senior Parking Services Attendants.

Monitors collection of parking fees.

Oversees the parking enforcement program including investigations of unauthorized vehicles, citation tracking and recording, towing procedures, and permit suspension requests.

Ensures the safety and security of employees, tenants, and visitors by responding to security issues in accordance with policy and procedures.

Directs event coverage involving multiple locations or times ensuring placard compliance, event payment schematic and traffic management, and proper signage.

Acts as lead liaison with service provider to ensure bus timeliness and general bus service contract compliance.

Directs overtime coverage as necessary.

Performs the full range of administrative supervisory responsibilities.

May perform any of the duties and responsibilities of Senior Parking Services Attendant and lower-level staff.

Parking Operations Supervisor 2

Establishes and updates roster based on enforcement, events, and maintenance priorities identified by the Parking Services Manager.

Coordinates staff and resource allocations based on directions from the Parking Services Manager.

Oversees management of overtime lists in accordance with rules and regulations.

Ensures vacancy tracking procedures are implemented and followed by staff.

Evaluates bus schedules and service, tow requests, and advises resolution to the Parking Services Manager.

Ensures compliance with enforcement and safety policies through management of parking staff.

Monitors cash reconciliation procedures to ensure compliance and timely deposits of State funds.

Serves as chief liaison with program management and human resources regarding hiring procedures and terminations.

Ensures proper documentation associated with staff or patron incidents are filed accurately and in a timely manner.

Coordinates response to road closures, safety issues, and emergency response with city, State, and police officials.

Directs maintenance efforts based on priorities established by the Parking Services Manager and in response to known safety issues.

Reviews maintenance work completed by contractors and ensures availability and operation of maintenance resources.

Performs the full range of supervisory duties including performance evaluations, time and attendance, and staff development.

May perform duties and responsibilities of a Parking Services Supervisor 1 and lower-level staff.

Minimum Qualifications

Parking Operations Supervisor 1

Open Competitive: two years of experience supervising subordinate staff in the management of permit and cash parking operations having at least 1,500 spaces.

Promotion: one year of permanent service as a Senior Parking Services Attendant.

Parking Operations Supervisor 2

Open Competitive: four years managing permit and cash parking facilities in excess of 7,500 spaces with at least three locations.

Promotion: one year of permanent competitive service as a Parking Operations Supervisor 1.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 06/2025