



## EPark Leader

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### **DEFINITION**

Work of this classification is responsible for the overall supervision of EPark operations in parkade facilities and curbside environments.

Responsibilities extend to the overall efficiency and effectiveness of parkade facilities and/or curbside operations, this includes the development and deployment of staff, resources, field operations decisions and establishing daily EPark priorities.

Assists all levels of Parking Services management on the operational requirements of EPark machines and their functions.

### **Series Separator**

This classification is distinguished from the EPark Serviceperson II level in that employees' work assignments have a greater degree of complexity and independence in their delivery. This classification level requires additional experience and has supervisory expectations. There is no automatic progression within the EPark Serviceperson classification series.

### **TYPICAL DUTIES \***

Responsible for EPark Serviceperson I and EPark Serviceperson II staff training, performance evaluation and recommending discipline which includes the first level of written documentation.

Supervises the overall EPark field operations for Parking Facilities and Curbside which includes: the installation, maintenance, repair, removal, and coin collection of all EPark machines, coordination of No Park panels and hoodings for all EPark Zones.

Ensures the Epark Serviceperson I and EPark Serviceperson II demonstrate exceptional customer service in a professional manner including assisting customers with EPark machines, step by step purchases, rates and other queries that may arise with customer experiences.

Provides appropriate responses to elevated customer enquiries and handles elevated customer complaints.

Responsible for ensuring the Epark Serviceperson I and EPark Serviceperson II adhere to the City of Edmonton Cash Handling Procedures.

Supervises the daily operations of parkade facilities or curbside operations, assigns tasks to staff, maintains and approves work records.



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Schedules staff shifts to ensure appropriate coverage.

Trains and evaluates the ongoing performance of staff, providing instructions when required and recommending the hiring and release of staff where appropriate.

Contacts parking equipment maintenance providers for repairs and maintenance as required.

Ensures that health and safety standards are met.

Provides recommendations concerning changes to existing procedures, evaluation of new equipment, machinery, computer hardware and software.

Provides supervisor with accurate reports of facility usage, operations data, customer trends, for budgetary and planning purposes.

Ensures adequate supplies of materials, equipment and associated supplies to maintain effective EPark operations.

Performs related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of EPark equipment including maintenance requirements.

Considerable knowledge and understanding of various computer applications.

Considerable skill in the operation and diagnosis of EPark machines.

Ability to effectively supervise the daily activities of field EPark staff including performance monitoring, attendance management and Occupational Health and Safety compliance.

Ability to initiate an appropriate response either written or verbal to changes in priority and emergency situations.

Ability to communicate effectively with the public on matters related to customer service delivery and problem resolution.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.



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### TRAINING AND EXPERIENCE REQUIREMENTS

#### Job Level

Completion of Grade 12 or GED

Minimum of five (5) years progressively responsible supervisory experience working in a parking operations environment which includes three (3) years electro-mechanical systems experience and customer service experience

Willingness to complete supervisory training within a predetermined period of time, acceptable to the City of Edmonton

Possession of a valid Class 5 Alberta Motor Vehicle Operator's License

Eligible for a City Driving Permit

Dependent upon a Police Information Check satisfactory to the City of Edmonton (Basic)

Shift work is a requirement

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	2280			
Grade	149			

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