



## Job Posting

### Title: Parking & Gates Manager

\*For more information on this full-time benefited position, please contact Human Resources at (317) 927-7508 or email [employment@indianastatefair.com](mailto:employment@indianastatefair.com). To apply for this position, please visit <https://www.indianastatefair.com/p/about/employment1> and send the posted application and your resume to the email address above. The starting salary for this position is \$53,222.

#### Position Summary

The Parking & Gates Manager is a leader of the Parking & Traffic Department during a variety of year-round events and the annual Indiana State Fair. This position requires a self-motivated individual with the ability to coach and schedule part-time staff and implement operational strategies to ensure an exceptional guest and employee experience. The Parking & Gates Manager works an event-based schedule including frequent weekend hours with time off on weekdays.

#### Essential Functions and Responsibilities

1. Demonstrate proactive leadership by actively participating in daily operations. Engage directly with team members, providing guidance and modeling professionalism, accountability and problem-solving.
2. Inspire and motivate staff by being visible, approachable, and committed to achieving organizational goals through collaboration.
3. Train, schedule, supervise and monitor a part-time staff of parking attendants and supervisors.
4. Coach and mentor employees to create a cohesive team that is focused on the common goals of excellent customer service, efficient parking operations, safe pedestrian management and team unity.
5. Primarily responsible for parking operations during the annual Indiana State Fair.
6. Assist in leading the implementation of plans to ensure departmental operations meet the goals of excellent guest and employee experience.
7. Assist the Director of Parking & Traffic in the development and implementation of custom parking and gate plans for vendor load-in/out and guests for each event weekend.
8. Assist with administrative tasks such as payroll and operational procedure development/improvement.
9. Able to be cross trained to assist in leading gate operations during year-round events when necessary.
10. Assists in managing the gates operations.
11. Work closely with Safety & Security personnel on event planning, incident reporting and event management. Will be cross trained to assist with safety duties including Event Safety MOD responsibilities.
12. Perform other duties as assigned.

## **Skill Requirements**

1. **Excellent motivator and coach:** Able to motivate a part-time work force to focus on guest experience, show readiness, following plans, details of doing the job right and working as a team.
2. **Strong customer focus:** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
3. **Excellent communication skills:** Able to clearly present information through the spoken or written word; reads and interprets complex information; talks with customers or clients; listens well.
4. **Strong ability to prioritize:** Able to use sound judgment in evaluating the relative urgency of various issues; appropriately classifies in terms of time sensitivity, impact, complexity, importance, etc.
5. **Excellent interpersonal relations:** Able to relate effectively to a wide range of people, personalities and demographics; is able to “connect” with others in a variety of circumstances so that people are able to feel a level of comfort and ease around that person
6. **Strong technological skills:** Able to use Microsoft, Apple and Android products to perform and complete work. Able to use intuition and knowledge of available technology to troubleshoot issues. Able to create or assist in the creation of spreadsheets, maps and other professional documents in Excel, Word, Power Point.
7. **Good team player:** Able to share credit with coworkers; promotes a friendly work environment; works closely with other departments, as necessary; supports group decisions.
8. **Strong work ethic:** Able to manage work priorities and deadlines. A strong self-starting mentality with an appropriate sense of urgency is required to keep pace with an active event schedule.
9. **Strong ability to plan:** Able to manage multiple projects; determines project urgency in a meaningful and practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks.

## **Education/Experience**

- High school diploma or GED equivalent required; college degree is preferred.
- At least three years of supervisory experience.
- Experience in event parking, gates operations
- Forklift certification or ability to obtain within six months of hire date.

## **Preferred Qualifications**

- Experience in event management.
- Certifications such as CPP (Certified Parking Professional).

## **Job Complexity**

This position requires sound judgment in developing and applying well-established procedures and methods. Successful candidate is able to solve issues of varying urgency in gate and parking operations to address bottlenecks and obstacles and to create a smooth entry and exit experience for guests.

**Supervisory Responsibilities**

This position has direct supervision over approximately 50 part-time gates and parking staff year-round. During the Fair, this position supervises an additional 300 seasonal employees on the gates and parking staff. This position is expected to coach and motivate their staff to work as a team toward common goals.

**Supervision Received**

This position reports to the Director of Parking & Traffic who will establish broad departmental goals. The employee participates heavily in setting work objectives.

\*To apply, please visit <https://www.indianastatefair.com/p/about/employment1> and send the posted application and your resume to [employment@indianastatefair.com](mailto:employment@indianastatefair.com). Thank you for your interest.