



## Job Posting

### **Title: Parking Supervisor**

For more information, please contact Human Resources at [employment@indianastatefair.com](mailto:employment@indianastatefair.com) or (317) 927-7508. 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 pay rate for this position is \$13.00 per hour. Thank you for your interest.

### **Position Summaries**

A Parking Supervisor serves as the direct supervisor of parking attendants and manages traffic flow in and out of various parking areas. They are a point of contact for any questions, concerns, or complaints from both customers and employees. A Parking Supervisor must have a valid driver's license.

### **Essential Functions and Responsibilities**

1. Deliver and ensure staff is delivering an outstanding guest experience. Duties include ensuring the team has knowledge about each day's events, monitoring customer interactions and coaching staff on customer service best practices.
2. Supervise staff working in parking lots. Duties include but are not limited to scheduling employee breaks, ensuring staff is staying hydrated, and monitoring employee hours worked.
3. Ensure maximum efficiency in assigned areas. Duties include monitoring traffic flow, ensuring staffing and supply levels and maintaining cleanliness of the area.
4. Maintain and take responsibility for use of equipment and personal protective equipment (PPE). Duties include setting up and/or locking up equipment daily, managing the equipment log and ensuring appropriate levels of PPE including safety vests, ponchos, sunscreen, etc.

### **Skill Requirements**

1. **Excellent communication skills:** Able to clearly present information through the spoken word; interprets and communicates complex information to customers and associates.
2. **Teamwork:** Able to share credit with coworkers; displays enthusiasm and promotes a friendly work environment; supports group decisions; displays team spirit.
3. **High level of judgment:** Able to balance established standards against the need for exceptions to rules and practices.
4. **Conflict Management:** Able to use a win-win approach to resolve controversy; stays objective and fair when dealing with sensitive situations; maintains constructive working relationships despite disagreement.
5. **Prioritizing:** Able to use sound judgment in evaluating the urgency of various issues; appropriately classifies in terms of time sensitivity, impact, complexity, importance, etc.

### **Educational/Experience Requirements**

Experience in customer service and supervising others is preferred.

**Job Complexity**

This position requires a high level of judgment, analytic ability and creativity in investigating and solving minor problems.

**Supervision Received**

Receives routine supervision from management in the Parking & Traffic Department. Work is performed under general guidelines, procedures and rules.

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