



INDIANA STATE
FAIRGROUNDS
& EVENT CENTER

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. To apply for this position, please visit <http://www.indianastatefair.com/employment> and send the posted application and your resume to the email address above. The salary range for this position is \$42,000 - \$46,000. Thank you for your interest.

Position Summary

The Parking & Gates Manager is responsible for assisting with the management 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 manage and schedule part-time staff, assist with planning and oversight of parking and gate operations and assist in managing and reporting on gate cash operations. The Parking & Gates Manager works a Monday through Friday schedule on non-event weeks but will work an event schedule which will include frequent weekend hours with time off on weekdays.

Essential Functions and Responsibilities

1. Train, schedule, supervise and monitor cashiers and scanners.
2. Along with the Director of Parking & Traffic, is responsible for the Gates Bank including overseeing the distribution, collection and financial reporting of cash operations.
3. Assist in the development and implementation of financial controls and audits for Gates Bank operations.
4. Is responsible for assisting with the setup, proper use and coordination of the electronic ticketing system used by the ISF&EC.
5. Assist in the scheduling, supervision and monitoring of parking attendants.
6. 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.
7. Coordinate campus signage, wayfinding needs and placement with the Director of Parking & Traffic, Marketing Department, Safety & Security Department and Show Promoters.
8. Assist in planning and implementation of plans to ensure departmental operations are show-ready, and all equipment and gear is maintained and used appropriately.
9. Assist with the development, implementation and compliance of overall Parking & Traffic procedures and processes.
10. Work closely with the Director of Parking & Traffic and the Finance Department on reporting, point-of-sale (POS) technology usage, training and procurements related to POS and 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.

Skill Requirements

1. **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.
2. **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.
3. **Strong technological skills:** Able to use Microsoft, Apple, Android products to perform and complete work. Able to use common sense 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.
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. **Good team player:** Able to share credit with coworkers; promotes a friendly work environment; works closely with other departments, as necessary; supports group decisions.
6. **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.
7. **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.
8. **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.

Educational/Experience Requirements

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

Preferred Qualifications

- At least one year of cash handling experience and familiarity with banking procedures.
- 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 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.

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.

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