



NON-CONTRACT ROLE DESCRIPTION

JD2522

ROLE TITLE:	Coordinator, Parking Services	ROLE DESCRIPTION NO.:	00518
DEPARTMENT:	Parking Services	HEABC REFERENCE NO.:	1872474
REPORTING TO:	Manager, Parking Services	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	03999P

ROLE SUMMARY

In accordance with the Vision, Purpose and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Parking Services, the Coordinator is responsible for the coordination, implementation and maintenance of Parking Services for the Vancouver Island Health Authority (Island Health). Provides leadership in the delivery of these functions to all sites and facilities within the Vancouver Island Health Authority (Island Health).

DUTIES AND RESPONSIBILITIES:

1. Leads in the development, implementation, management and evaluation of the Parking Services program. Assists in the development of departmental policies, procedures, standards and participates in the long range planning of the Parking program.
2. Creates and maintains audit and financial controls for parking program. Identifies business opportunities related to expanding revenue.
3. Provides support to all VIHA departments and external sources with parking information, direction and regulations, parking violations and grievances or arbitration issues.
4. Participates and collaborates both within the hospital setting, Municipal or Provincial working groups to support continuous improvement, planning, coordination for delivery of Parking Services/TDM policies, procedures goals and objectives.
5. Leads all aspects of projects to successful completion within allocated resources and specified timelines; develops business cases, operational and risk management strategies, arranges approvals, ensures adequate resources and manages budget. Ensures project/program is effectively designed, continuously evaluated and implements changes based on evaluation.
6. Authorizes expenditures for utilization of contract parking staff, parking supplies, equipment maintenance and other related expenditures; participates in capital planning deliberations involving parking and is a resource on related capital projects. Assists the Manager, Parking, Protection Services with developing budgets, monitoring and variance analysis preparing supporting documentation.
7. Ensures all outside vendors adhere to formal schedules, contract conditions and expectations. Summarizes and reports all findings to Manager, Parking Services.
8. Coordinates activities of contract parking personnel by liaising with contracted parking company and their employees on parking service expectations and outcomes. Takes necessary follow-up action to resolve issues regarding same. Leads quality assurance and makes sure that the contracted companies are meeting key performance indicators; participates in developing measures to enable performance monitoring.

9. Makes recommendations for equipment, hardware and software. Participates in the design and implementation of systems by outlining operational requirements and providing information regarding Parking Services and its process to internal and external suppliers.
10. Maintains an information system to effect control and distribution of parking passes within the Region; produces related statistics and reports
11. Selects, hires, trains, supervises, conducts performance evaluations, disciplines and terminates staff and contract consultants in the service. Coordinates the activities of staff for the processing priorities and deadlines to ensure operational efficiency and effectiveness of the parking program. Meets regularly with staff to identify and solve operational and administrative problems.
12. Interprets and applies the various collective agreements for unionised staff, or terms and conditions for non-contract staff. Represents the Employer in labour relations matters and determines the disposition of grievances.
13. Leads in the development, implementation management and evaluation of quality improvement measures for the service and regularly prepares and submits reports on these activities.
14. Ensures continuing staff development, education and training is provided, within budget guidelines, to maintain staff level of knowledge and skills as well as implementing a proactive approach to mentorship and succession planning.
15. Meets regularly with assigned staff to identify and solve operational and administrative problems. Ensures appropriate utilization of casual staff, scheduling and distribution of workload.
16. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in Business Administration and specialized training related to parking and/or Transportation Demand Management from a recognized educational institution plus four (4) years' recent related experience with 2 years' supervisory experience in a large institutional or campus environment, preferably health care setting.

Skills And Abilities

- Ability to communicate effectively, both verbally and in writing.
- Engages and develops partnerships with a broad range of stakeholders.
- Interacts comfortably with senior leaders within the organization.
- Establishes and maintains effective working relationships.
- Works in a collaborative, interdisciplinary team, across programs and services.
- Effectively self-manages time as it relates to deadlines and workload.
- Demonstrated ability to Initiate, lead, plan, manage, organize, problem-solve and prioritize.
- Provide leaderships, direction and supervision to assigned personnel.
- Deals with others effectively, including conflict resolution.
- Operates effectively in a highly dynamic environment and work both independently and in a team environment.
- High level of computer literacy.
- Valid Class 5 BC driver's license.
- Performs physical duties of the position.