

# Propark America Employment Opportunities

## Internal/External Job Posting Notification

**Location: San Francisco, CA**

**Position: Operations Manager**

Propark America is one of the nation's leading parking companies, providing full and limited service parking solutions for office buildings, retail centers, airports, medical centers, universities, municipal facilities, residential buildings and hotels.

Headquartered in Hartford, Connecticut, Propark operates more than 400 locations in convenient markets across the United States, including Rhode Island, New York, Washington D.C., Boston, Cambridge, Cleveland, Cincinnati, San Antonio, San Francisco, Oakland, Palo Alto, Hartford, Stamford and New Haven.

Propark America is seeking a qualified candidate to fill an open Operations Manager position in San Francisco. The Operations Manager is responsible for the day to day management of a portfolio of parking operations.

Responsibilities include, but are not limited to:

- Review of portfolio performance based on revenue analysis, profit/loss reports, and various other accounting based reports
- Develop and train managers, supervisors, cashiers and valets to ensure meeting of job expectations
- Review and approve work schedules to ensure adequate coverage while minimizing expense
- Develop and maintain excellent client relations and attend client meetings
- Assist Account Managers in handling customer complaints and day-to-day operational issues
- Oversee the customer service program to ensure customer satisfaction
- Develop budgets and monitor financial reports to ensure meeting the business goals of the facilities within the portfolio
- Review and evaluate audits to ensure integrity of revenue control
- Ensure compliance of company and client policies and procedures
- Assist with marketing of facilities within portfolio.
- Assist in transition of new locations
- Regularly review physical condition of facilities within portfolio including landscaping, signage, surface, lighting, automated equipment, security, etc. and coordinate improvements as needed.
- Other duties may be assigned
- Review client statements for accuracy. Create statement analysis for portfolio.

Skills and Experience:

- Ideally you will have a minimum of 3 years managerial experience within the parking or property management industry
- Superior organizational and time management skills
- Strong communication and business writing skills
- Exceptional customer service skills
- Proven ability to plan and organize workloads by establishing priorities and respecting deadlines
- Excellent interpersonal skills with client focus, and an ability to work with all staff levels
- Excellent computer skills
- COMPENSATION:
- \$60,000 - \$65,000
- Phone Allowance
- Health, Vision and Dental Plan
- 401(k)
- Employee Assistance Program

For consideration, please email resume and salary requirements to email included in the Craigslist ad.

*Propark is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.*