



## Parking Operations Supervisor Job Description

<b>DEPARTMENT:</b>	Parking Department	<b>FLSA STATUS:</b>	Non-Exempt
<b>REPORTS TO:</b>	Parking/Transportation Manager	<b>STATUS:</b>	FT/Seasonal
<b>DATE APPROVED:</b>	8/20/2025	<b>APPROVED BY:</b>	Ashley Racey

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### POSITION SUMMARY

The Parking Operations Supervisor is responsible for overseeing the day-to-day operations of the parking department to ensure daily set up and operations are efficient, safe, and enhance the customer arrival experience. This position supervises frontline parking personnel, coordinates daily lot assignments, monitors compliance with policies and regulations, and supports the overall success of the parking and transportation program. The supervisor plays a key role in maintaining a positive guest experience while maintaining parking lot standards and ensuring operational effectiveness.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.*

- Supervise daily parking operations, including proper set-up, lot management, and personal assignments.
- Assign, schedule, and monitor staff to ensure adequate coverage and efficient workflows.
- Provide training, coaching, and performance feedback to parking staff.
- Enforce parking policies and procedures; assist with issuing citations when necessary.
- Respond to guest inquiries and resolve escalated issues with professionalism and diplomacy.
- Monitor parking systems, equipment, signage, and lot conditions; report and follow up on maintenance needs.
- Assist in the implementation of technology or process improvements to enhance operations.
- Maintain accurate records of staffing, incidents, revenue, and inventory needs.
- Support seasonal hiring, onboarding, and scheduling in collaboration with the Parking Manager.
- Ensure all operations comply with safety standards and local regulations.
- Participate in operational planning for events, peak seasons, and inclement weather response.
- Perform field work as needed to support or cover team members in parking areas.
- Other duties as assigned.

### QUALIFICATIONS

- Valid driver's license with a clean driving record.
- Ability to work outdoors in all weather conditions and stand/walk for long periods.
- Strong interpersonal, communication, and conflict resolution skills.
- Proficiency in basic computer applications and familiarity with parking technology systems a plus.
- Availability to work varied shifts including evenings, weekends, holidays, and peak operational periods.

### EDUCATION and/or EXPERIENCE

High school diploma or GED required; additional education in business, logistics, or related field preferred. Minimum of 2 years of experience in parking operations, transportation, or related field. At least 1 year of supervisory or lead experience required.

### How You'll Succeed

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At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:

1. Long Term Thinking – Work with leadership to develop parking strategies that support growth and improve guest and employee experiences.
2. Excellence in Execution – Ensure smooth, safe, and guest-friendly parking operations with a focus on effective team leadership.
3. Attitude is Everything – Lead with positivity and inclusiveness, especially during busy or challenging times.
4. Develop Great People – Provide training and support to build a skilled, motivated team.
5. Serve First – Put the needs of your team and guests first by being hands-on and service-focused.

### **PHYSICAL DEMANDS**

While performing the duties of this position, the employee is regularly required to communicate effectively through speaking and hearing. The role frequently involves standing, walking, and sitting for extended periods in all weather conditions. Occasionally, the employee may be required to use hands for handling or feeling objects, reach with arms, climb or balance, and stoop, kneel, crouch, or crawl. The ability to lift and/or move up to 15 pounds regularly, up to 25 pounds frequently, and often more than 50 pounds is required. Visual requirements include distance vision, peripheral vision, depth perception, and the ability to detect oncoming traffic from all directions to ensure safety. The employee will need to be comfortable climbing in and out of trucks and navigating icy and snowy conditions.

### **Activity Requirements:**

Snow Removal – Often; manually shovel or rake snow for extended periods in varying weather and surface conditions.

Walking in Snow – Often; navigate on foot through snow-covered and uneven terrain.

Situational Awareness – Constantly; maintain awareness of moving vehicles such as snowplows, shuttles, semi-trucks, and guest vehicles to ensure safety.

Remote Work – Rarely; most duties require on-site presence.

Outdoor Work – Frequently; work is primarily performed outdoors in all weather conditions.

Indoor Work – Occasionally; administrative and planning duties may occur indoors.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

The Parking operations supervisor operates in a variety of environmental conditions, including exposure to rain, snow, freezing temperatures, extreme heat, high winds, dry or wet surfaces, slippery areas, and uneven terrain. This role requires working outdoors in all weather conditions and may involve navigating challenging physical environments during routine duties.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.*



## **Equal Opportunity Employer**

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (\*all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact [summithr@summiti90.com](mailto:summithr@summiti90.com) to request accommodations during the application process.