

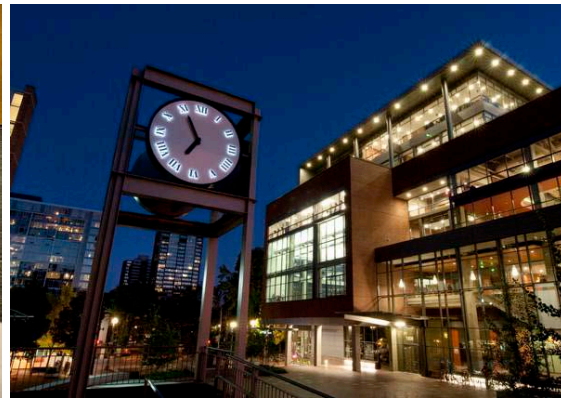
**Portland State University
Portland, Oregon**

Position Profile

Director of Transportation & Parking Services

May 2018

Prepared by:
Summit Search Solutions, Inc.



Portland State
UNIVERSITY

www.pdx.edu

The Position

Portland State University (PSU) is seeking a **Director of Transportation and Parking Services**. The Director provides leadership, expertise, and management for Portland State University's Transportation and Parking Services (TAPS) Department. The Director serves as an advocate for accessible, sustainable, and efficient transportation options for the Portland State community and oversees a team of 13 full-time and 45 student employees, as well as a \$10 million budget. The Director is responsible for managing nearly 4,000 parking spaces in 14 locations, parking demand, permitting of vehicles, enforcement, and maintenance of facilities. The Director oversees a variety of transportation programs including a bicycle shop, bike parking, subsidized transit programs, car-sharing and carpooling programs. The Director will report to the Associate Vice President for Planning, Construction, and Real Estate (which is part of University Finance and Administration).

Duties and responsibilities:

- Oversees parking permit distribution process including sales, auditing, managing demand, and making policy decisions.
- Collaborates closely with PSU's Facilities and Property Management department to oversee maintenance of facilities including routine and preventative maintenance and large renovation projects.
- Oversees operations and maintenance of all parking equipment such as pay stations, handheld ticket writers, overhead garage doors, and gate arms. Ensures that parking enforcement activities are conducted effectively.
- Oversees all facets of a robust transportation demand management program that promotes and facilitates the use of transit, carpooling, walking and bicycling.
- Seeks innovative solutions to increase modes of transportation other than driving alone.
- Develops and maintains effective and collaborative working relationships with colleagues at TriMet, Portland Streetcar and the Portland Bureaus of Transportation.
- Manages subsidized transit programs, a bike shop, and multiple bike garages.
- Develops annual revenue, labor and expense budgets, reviews monthly financial reports, justifies variances, and provides forecasts for upcoming fiscal periods.
- Manages all contracts and agreements with service providers, vendors, tenants, and PSU departments to ensure compliance with all terms of agreements.
- Oversees internal audits to ensure that procedures for handling cash and items of value are followed, permits and sales are adequately tracked, and sales are conducted with complete integrity.
- Manages department employees including 3 managers, 10 full-time union-represented employees, and approximately 45 part-time student employees. Oversight includes all aspects of employee management including hiring, mentoring, training, evaluating, and performance management.
- Ensures through effective management techniques, the effective and efficient handling of each employee's responsibilities, tasks, and duties.
- Oversees customer service interactions and handles challenging situations to ensure that complaints, disagreements or misunderstandings about rates or services are resolved diplomatically.
- Provides and ensures that staff is providing excellent customer service at all times to all people regardless of their situation, behavioral history, conduct as a customer, race, gender, religion, ethnicity, or sexual orientation.
- Develops and maintains policies, guidelines, and procedures to ensure compliance with laws and other requirements and to ensure staff is providing services in an equitable manner.

- Communicates department policies and policy changes to TAPS staff and PSU community; ensures appropriate and correct information is communicated from TAPS staff to customers; and oversees the creation, evaluation, and distribution of policy and procedure manuals.
- Other duties as assigned by supervisors which may be outside of the scope of the Transportation and Parking Services department.

Qualifications:

- Bachelor's degree and 8+ years of management experience in an operations setting; or 12+ years of management experience in an operations setting.
- 3+ years of project management or strategic planning experience.
- Demonstrated knowledge and commitment to sustainable transportation programs and planning.
- 5+ years of experience in financial management and oversight including developing budgets, forecasting, cash/card handling, auditing and statistical analysis.
- Excellent communications skills, including writing formal documents, facilitating meetings and giving presentations to large audiences.
- Extensive experience handling difficult customers in a calm and respectful manner.
- Extensive experience using Microsoft Word, Excel, and PowerPoint.
- Experience in effectively interacting with people of different cultures and backgrounds.
- Successful completion of a background check.

Preferred qualifications:

- Master's degree.
- 3+ years' of experience in higher education or a public-sector institution.
- 3+ years' of experience in the field of transportation or parking administration.
- 3+ years' experience managing transportation demand management programs such as public transit pass subsidies, carpool programs, bicycle programs and infrastructure and carsharing.
- Experience managing union-represented employees.
- Credentialing such as CAPP (Certified Administrator Public Parking) or CPP (Certified Parking Professional).

Key cultural competencies:

- Creates an environment that acknowledges, encourages and celebrates differences.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds.
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement.
- Adheres to all PSU policies including the policies on Prohibited Discrimination & Harassment and the Professional Standards of Conduct.



About Portland State University

Portland State University (PSU) is Oregon's urban research university recognized for excellence in sustainability and community engagement. The University is in the heart of downtown Portland. PSU offers more than 200 degrees with opportunities to work with businesses, schools, and organizations on real-world projects. The University's reputation is built on excellence through accessibility, innovation, collaboration, engagement, sustainability, and transformation. As the state's only urban public university, Portland State provides comprehensive undergraduate education as well as professional education to thousands of Oregonians as well as to students from over 90 countries around the globe. Portland State is renowned for innovative academic programs and excellence – particularly in fields related to urban and public affairs; business administration; science, technology, and sustainability – that combine student learning, research, and community engagement. The university's programs continue to garner national recognition and rankings and it was named one of the top ten innovative universities in the country (US News and World Report 2016-2018). To see an up-to-date list of the outstanding PSU rankings and references by Princeton Review, Carnegie Foundation for the Advancement of Teaching, and other nationally respected organizations, please click on the following link: <http://www.pdx.edu/profile/portland-state-university-rankings-and-references>.

Portland State University's motto is *"Let Knowledge Serve the City."* The University is an anchor institution, providing the Portland region with a highly-educated population, substantial economic impact, and distinctive contributions to its culture. The University promotes access, inclusion, and equity as pillars of excellence. It is committed to curiosity, collaboration, stewardship, and sustainability; strives for excellence and innovation that solves problems, and believes everyone should be treated with integrity and respect.

Portland State University has approximately 27,000 students with over 21,000 undergraduates and 6,000 graduate students. Some 59 percent of the students are full time and approximately 77 percent are residents of Oregon. The university has approximately 7,000 employees, including research and instructional faculty, academic professionals, managers, staff, and administrators.



For more information about Portland State University, click here: <http://www.pdx.edu/aboutpsu>

About Portland

Big city excitement and small-town charm make Portland, known as "the City of Roses," one of the most popular cities on the west coast. Situated approximately 70 miles from the Pacific Ocean where the Columbia and Willamette Rivers meet, Portland enjoys a magnificent setting, combining sparkling waterways with lush greenery rarely found in urban settings. Portland is home to approximately 630,000 residents and the population of the surrounding metropolitan area is approximately 2.35 million. Portland is widely recognized in national surveys and rankings as one of America's most livable cities.

Portland's historic old town, many galleries, museums, Saturday Market, Waterfront Park, and an abundance of fine restaurants keep residents and visitors busy and satisfied. The performing arts in the area offer classical music, jazz, and blues as well as theater and dance. Portland is just a short distance from the spectacular Columbia Gorge and Multnomah Falls, windsurfing at Hood River, valley wineries, skiing at Mt. Hood, and the drama of the Oregon coast.

Portland is known for its extensive park system of more than 200 parks. These encompass such areas as the elm-shaded South Park Blocks in the downtown area and Washington Park, home of the Rose Garden and the Japanese Garden. Portland's Forest Park, at nearly 5,000 acres, is the largest park within a city in the U.S. and has nearly 50 miles of walking trails.

Portland's award-winning mass transit system is one of the most extensive and advanced in the U.S. and includes buses and MAX, an urban light rail system, as well as a downtown transit mall. For more information about Portland, see: <https://www.travelportland.com/>



Procedure for Candidacy

Confidential review of applications will begin immediately and continue until the position is filled. Click the following to apply and submit your resume and a brief letter of interest. [Apply Now](#)

Or copy and paste the following link into your browser:

<https://summitsearchsolutions.catsone.com/careers/index.php?m=portal&a=details&jobOrderID=10898176>

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PSU is an affirmative action/equal opportunity employer and seeks candidates who are committed to the highest standards of scholarship and professional activities and a campus climate that supports equality, diversity, and inclusion.



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