

The Los Angeles Philharmonic Association is currently seeking a: Traffic/Parking Manager

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

Position Summary:

The Traffic/Parking Manager, reporting to the Director of Operations, Hollywood Bowl, oversees the operation and staffing of all Hollywood Bowl and John Anson Ford theatre parking lots; including parking and cashier managers, parking lot staff, parking and shuttle cashiers and traffic staff comprised of 80 seasonal employees. In addition, manages and coordinates "rideshare" services (LYFT/Uber/Access) and necessary Traffic Staff for the Hollywood Bowl and coordinates neighborhood street access control program and street closures.

Position Elements:

- Manage, implement and support all daily parking operations.
- Supervise and direct Cashier Administrators on tasks and events of the day/night. Entails hiring and training. Coach and counsel employees as issues arise.
- Supervise all parking lot managers to ensure smooth parking operations for all events. Entails hiring and training. Coach and counsel employees as issues arise.
- Supervise all cashier supervisors and cashier staff (parking and shuttle) to ensure safe and accurate cash keeping practices and reporting, as well as, excellent customer service. Entails hiring and training. Coach and counsel employees as issues arise.
- Supervise Traffic Supervisor and Traffic Flag staff to ensure proper placement for safe and efficient traffic concerns as well as proper vehicle and pedestrian flow. Entails hiring and training. Coach and counsel employees as issues arise.
- Oversee incident reporting for employees.
- Responsible for annual parking order with chosen printing company.
- Manage accurate timekeeping records.
- Process vendor invoices to provide prompt and accurate payment.
- Oversee Valet Parking program and interface with Valet staff (vendor) for our season Donor Valet program, as well as, overseeing valet program on non-subscription events and lease events. Coordinate staffing levels and facilitate contracts.
- Work with Ford Personnel at John Anson Ford theatre to staff their parking lots for all their events as well as provide appropriate parking passes to Box Office.
- Responsible for all monies associated with parking and shuttle cashiers on a nightly basis. Ensure accurate nightly reporting to Hollywood Bowl Box Office.
- Work with Operations Coordinator on nightly parking schematics based on show needs and nightly presold parking.
- Works with LAPA Production team & Box Office Manager to establish seasonal parking holds; coordinating subscription needs with specific show needs.
- Works with LAPD Motor Supervisor & DOT Supervisor on nightly traffic, pedestrian traffic and street closure specifics to ensure safe and efficient management.
- Handle and coordinate parking requests, both complimentary and paid, for various Philharmonic departments based on show requirements or any special sponsor events.

- Assist in planning for the upcoming season, including:
 - Review and update Parking Lot Manager, Cashier Administrator, Cashier Supervisor, Parking Cashier, Shuttle Cashier, Traffic Flag Supervisor and Traffic Flag Attendant job descriptions.
 - Review Hollywood Bowl website and update policies, procedures and general information related to the Parking and Rideshare Program
- Coordinate with Event Management staff for all parking needs for shows.
- Act as community representative for community traffic concerns. Attend community meetings as appropriate.
- Project manage facility improvement projects when necessary.
- Direct annual maintenance of parking lots, including paving and striping.
- Interface with various rideshare companies and work on continued improvement for operating at the Hollywood Bowl during the season.
- Respond to a wide range of customer service issues with sensitivity and care.
- Assist in year-round Physical Plant Operations of Hollywood Bowl, Highland Camrose Park and Audience Services building.

Position Requirements:

- 2 years experience in operations of a performing arts venue or sports venue
- 2 years experience with cash management and record keeping
- Knowledge of venue best practices
- Highly organized, detail oriented, ability to establish changing priorities, flexible
- Excellent written and verbal communications
- Excellent initiative and inter-personal skills
- Demonstration of leadership qualities
- Ability to make decisions on the spur of the moment
- Confidence in public speaking
- Meet frequent deadlines
- Professional demeanor in dealing with challenging patrons and staff
- Work long hours and weekends through concert season as required
- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency is a plus

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil's COVID-19 Prevention Plan, including testing and vaccination requirements.

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.

- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.