



Position Title: Football Parking Coordinator (part-time, year-round)
Reports To: Director of Finance & Technology
Pay Rate: \$20/hour

General Purpose:

The Football Parking Coordinator is responsible for managing the Etix reservation system, marketing tailgate functions, and overseeing all fairgrounds parking-related operations for University of South Carolina home football games. The position requires a proactive approach to enhancing parking infrastructure, ensuring efficient operations on game days, and providing exceptional customer service. During the off-season, much of the work can be done remotely with a lighter schedule.

Job Responsibilities:

Football Responsibilities:

- Manage the Etix reservation system for customers to make season car and RV reservations for parking at the fairgrounds. Update all information regarding parking for University of South Carolina football games, including gate opening times, pricing, and availability.
- Consistently observe parking operations to improve the parking infrastructure and make recommendations for changes to parking layouts and sales strategy.
- Market tailgate functions to various groups and coordinate these functions with interested parties and third-party vendors.
- Manage the football parking website to update customer information, track sales, and generate reports.
- Set timelines for parking renewals, upgrades/transfers, and open periods.
- Consistently update the website, make changes to parking layout, and update the map accordingly.
- Update the sales spreadsheet and respond to emails/phone calls regarding parking. Email updates to customers regarding upcoming pertinent information.
- Print and mail hangtags to season football RV parkers along with information for the upcoming year.
- Be present for all home USC football games to ensure gates open on time and to handle any issues that may arise during home game weekends. This includes Friday, Saturday and Sunday.
- Coordinate with the parking crew to ensure all tailgate functions and season parking customers follow rules and regulations.
- Provide reports for all gate attendants and inform them of all pertinent information.
- Provide financial reports to the Director of Finance and General Manager.
- Work with the Director of Safety to plan for any upcoming games regarding gate opening times, staffing, tailgate functions, and any other game-specific needs.
- Adhere to and help enforce all fair safety protocols on football parking days and immediately report any safety concerns to the Director of Safety.

Other Event Responsibilities:

- Handle parking operations for other events at Williams-Brice Stadium that require parking at the South Carolina State Fairgrounds.
- Coordinate with event organizers to ensure smooth parking operations.
- Update and maintain event parking information on the website and other communication channels.

Skills Needed:

- Strong customer service skills.
- Knowledge of traffic control procedures.
- Ability to work in a variety of weather conditions, including heat, cold, rain, and wind.
- Excellent organizational and time management skills.
- Strong attention to detail.
- Proficiency in using reservation and ticketing systems.
- Ability to work flexible hours, including evenings, weekends, and holidays, especially during football season.
- Must be comfortable driving a golf cart safely.
- Strong communication skills, both verbal and written.

Physical Requirements and Working Conditions:

- **Physical Activities:** The position involves extended periods of desk work using a computer, as well as standing, walking, and occasional lifting of up to 20 pounds during football game days. The role also includes balancing, reaching, and possibly climbing or stooping as needed for event setup and oversight. Good balance, coordination, and manual dexterity are essential.
- **Physical Requirements:** Light work is required, with the exertion of up to 20 pounds of force occasionally. The role demands prolonged periods of sitting while performing computer-based tasks and standing while overseeing parking operations during events.
- **Visual Acuity:** Requires close visual acuity to perform desk-based tasks such as monitoring and updating parking systems, and to ensure accurate allocation of parking spots and identification of safety concerns during events.
- **Working Conditions:** The role involves a combination of office work and outdoor conditions. When working at a desk, conditions are typical of an office environment. During football game days, exposure to various weather conditions, including heat, cold, rain, and wind, as well as a high-traffic environment, is expected.

Tentative Work Schedule/Dates:

- Work schedules vary by event and day of the week. Obtain the exact schedule from your supervisor.
- Schedules are subject to change depending on weather, crowd sizes, and other factors.
- The position requires working at all University of South Carolina home football games (approximately 7 games per year) and other rare events at Williams-Brice Stadium. On football game weekends, work hours will be required on Friday, Saturday and Sunday.

This job description is intended to provide an overview of the responsibilities and requirements of the position. It is not an exhaustive list of all duties, responsibilities, and activities that may be required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.