



Facility Supervisor – Everpark Garage

Job Description

Reports To: Field Operations Manager

Status: Full-Time, Non-exempt

Position Summary

The Downtown Everett Association (DEA) is a nonprofit organization dedicated to advancing Downtown Everett as a premier destination for business, culture, entertainment, dining, retail, and residential activities. DEA's activities include improving the environment for business activity; enhancing public spaces; supporting and promoting cultural and historical assets; producing engaging community events and programs; and advocating on behalf of the downtown community. The Downtown Everett Association also manages the City of Everett's downtown parking garage, ensuring a high standard of customer service and facility management.

The Facility Supervisor is responsible for overseeing the daily operations, safety, and efficiency of the City of Everett's Everpark Garage. This includes managing staff, maintaining infrastructure, monitoring automation equipment, performing maintenance tasks, and ensuring compliance with safety and environmental regulations. The role also includes managing monthly parking permits, daily ticketing processes, and ensuring accurate tracking and customer service.

Primary Duties and Responsibilities

- Oversee the day-to-day operations of the garage facility, including scheduling, workflow, and resource allocation
- Ensure the facility is clean, secure, and compliant with all safety and environmental standards
- Monitor and maintain automated systems such as access control, barriers, and ticket processing systems, including troubleshooting issues, coordinating repairs with vendors and technical teams
- Administer monthly parking permit program, including application processing, renewals, cancellations, and collecting and depositing payments
- Provide customer service support for inquiries and issues related to daily parking, permits, and validation
- Respond professionally to customer inquiries via email and phone
- Assess infrastructure, signage, and maintenance plans and identify needed improvements
- Manage the business to limit revenue loss, theft, and vandalism
- Coordinate with finance and administrative teams to ensure proper billing and system integration
- Supervise and support a small team of facility staff.
- Schedule shifts, assign tasks, and monitor performance
- Provide training on safety procedures and proper use of equipment and systems
- Enforce L&I, OSHA, and other regulatory standards
- Assist in developing and managing the facility's operational budget
- Prepare reports on facility performance, automation system status, and staffing
- Maintain documentation for audits, inspections, and compliance reporting

Qualifications

- 3+ years of experience in facility or operations management, with a minimum of 2 years of supervisory experience



- High school diploma or equivalent, college degree preferred
- Ability to work independently, manage multiple projects, and meet deadlines
- Excellent communication skills and ability to work with all levels of management
- Proficiency in Microsoft 365 suite, including Excel and Outlook
- Familiarity with facility management software
- Ability to read, analyze, and interpret general business documents, procedures, and regulations
- Comfortable working outdoors in various conditions, walking for extended periods, and working indoors at a desk

Desired Skills & Qualities

- Thorough and organized, with excellent follow-up habits
- Ability to communicate effectively with others
- Ability to manage, motivate, and inspire others to achieve success
- A “can-do” attitude
- Ability to proactively complete tasks and problem-solve independently or with teammates
- Ability to take action quickly and respond promptly to changing demands
- Leadership by example

Location and Schedule

The Facility Supervisor position is a full-time, non-exempt position based in the Downtown Everett Association’s field office. A typical work schedule is Monday through Friday. However, seasonal events and projects, as well as troubleshooting, will require flexibility for occasional evening or weekend work.

Compensation

In addition to compensation, benefits include health/vision/dental insurance, employer-matching retirement savings plan, paid vacation and holidays, cell phone stipend, free parking, and opportunities for development.