

PMC CAREER PATHS:

PMC

FROM PARKER TO PRESIDENT

ENDLESS OPPORTUNITY:

A WORD FROM OUR PRESIDENT

Hi, I'm Matt, President of PMC. I started my career in the parking industry over 30 years ago as a valet parking attendant. I wrecked the first guest vehicle I parked! I'm not proud of that, however, I am thankful and full of gratitude for the opportunity to share my story. I've worked nearly every position in the parking industry and led every department from Operations to HR. My goal is to set an example of how hard work, tenacity, and humility can help you get ahead.

My journey from "Parker to President" hasn't been easy but has allowed me to create relationships and make friends that I'll cherish forever. My goal is to help people develop their careers and tackle their ambitions, whatever those may be.

At PMC, there are several fundamental truths that our leaders share. PMC's "Passion to Serve" others is demonstrated daily by "Showing Up and Caring" for the many associates, customers, and clients we have across our network. We operate with "Hunger and Humility" as we endeavor on our daily journey of "Relentless Growth" to create opportunities for others. May your PMC journey take you places that are extraordinary and inspiring!

MATT CAHILL,
PMC PRESIDENT



GUEST
SERVICE
ASSOCIATE

GUEST
SERVICE
COORDINATOR

GUEST
SERVICE
MANAGER

CITY OR
AREA
MANAGER

REGIONAL
DIRECTOR,
OPERATIONS

EXECUTIVE
LEADER

CAREER PATH:



GSC TO GUEST SERVICE MANAGER

KEY DRIVER:

GRADUATE R.A.M.P.

R.A.M.P. (Relentless and Motivated Performance) is PMC's internal leadership development program. It is designed to help transform high-performing GSCs into AGSMs and GSMs. RAMP will help prepare you to take the next step in your career by imparting valuable information about leadership and managing a challenging valet parking operation, while introducing you to PMC's systems and procedures that will be critical to your success in the AGSM or GSM role. When senior leaders are seeking their next manager, they typically look first to the RAMP graduates from their area!



MANAGER SPOTLIGHT

"I had an amazing mentor in my first PMC manager and was able to work alongside her to better prepare myself for covering a full location. With my manager's support and the lessons I took from my RAMP classes, I felt confident taking the next step in my career. Teamwork is so important in PMC, and I know I always have someone nearby as a resource."



Having seen so much expansion in this company, I'm excited about what my future looks like with PMC."

SAVANNA BENNET,
AGSM

JOB HIGHLIGHTS

- Ensure associates provide the highest level of services
- Hire and train associates
- Discipline and hold valets accountable
- Establish and maintain relationship with clients
- Manage revenue, payroll, and claims
- Develop line level employees

PROMOTION CONSIDERATION

- Leader in customer service
- Viewed as a department head
- Championed a PMC initiative at your site
- Improved a metric for your site
- Trained your replacement
- Perfected PMC's Fundamental 5, our proprietary tactics for ensuring positive guest experiences

TOTAL REWARDS

- Digital tips
- Flexible scheduling
- PTO & Paid Holidays
- Health Benefits
- Annual Incentive Plan
- Bonus Incentives
- DailyPay
- DailyPay rewards

MANAGER SPOTLIGHT

"I have gotten to promote 6 GSAs to salaried GSM roles in the past 14 months, creating the standard of what a site should strive for in leadership development. There is so much opportunity in

PMC, and it's awesome to move up and then get to be a resource for aspiring managers, passing on what I've learned by teaching RAMP classes."



DENHAM KITCH,
GSM

CAREER PATH:

PMC

GSM TO CITY OR AREA MANAGER

KEY DRIVER: **PERFECT THE 5 ROCKS**

PAYROLL AND SCHEDULING
CLAIMS MANAGEMENT
ASSOCIATE SATISFACTION
CLIENT CONNECTED
REVENUE CONTROL

KEY DRIVER: **DEVELOP REPLACEMENT**

Building leaders is fundamental to PMC, and internal development is the foundation for every leader's career path. To move up, associates must pass the torch to their successor and prepare them for the role they are vacating.

KEY DRIVER: **GROW YOUR MARKET**

To be considered for a City or Area Manager position, associates must recognize that sales is a fundamental part of our business. With this in mind, they must become a "Mayor of their Market" and be aware of all sales opportunities in their area.

TOTAL REWARDS

- Flexible Scheduling
- PTO & Paid Holidays
- Health Benefits
- Corporate Travel
- Flexible Travel
- Annual Incentive Plan
- Bonus Incentives
- DailyPay
- DailyPay rewards

JOB HIGHLIGHTS

- Leading and motivating a team of high performing leaders
- Hiring, training, and disciplining line level associates, supervisors, and managers
- Leading city/area initiatives
- Managing revenue, claims preventions, and claims reporting
- Maintain assigned properties while growing market share
- Update and maintain forecasts, budgets, and other financial documents

PROMOTION CONSIDERATION

- Client Connected: Received positive feedback and testimonials from clients
- Developed other leaders around you
- Possesses an equal mastery of all 5 Rocks
- Multi-site experience or championed a PMC initiative at multiple sites
- Sales and growth minded, entrepreneurial mentality, self-motivated

MANAGER SPOTLIGHT

"Early on in my position as City Manager, I decided to focus on building my experience around The 4 P's, using my professional hospitality experience as the foundation to add value to the company.

In my experience, owning something is the key to success with PMC - discover the facets of our operation where you naturally excel, and actively work on improving them site-wide until you are able to expand your responsibilities in a City or Area Manager capacity."



**AUSHA MILES,
AREA MANAGER**

CAREER PATH:



CITY OR AREA MANAGER TO RDO

KEY DRIVER: PERFECT THE 4 Ps

PEOPLE

- Hired the best people and trained/lead multiple teams
- Perfected the fundamentals of onboarding and training
- Created a standard of accountability
- PMC "culture keeper"

PRODUCT

- Created a culture of perfect uniformity
- Maximized Tripadvisor and Google Reviews
- Leveraged technology to improve the business
- Developed Relentless guest service leaders in every market

PARTNER

- Client connected
- Created a sales funnel and established industry relationships
- Created a national network of promoters/fans that can be asked for referrals

PROFIT

- Top level claims & safety management
- Owned and improved various profit related metrics
- Improved margins
- Built new revenue streams
- High financial acumen

PROMOTION CONSIDERATION

- Championed a company-wide initiative
- Mastered all 4 Ps entirely and equally
- Embodies PMC's Core Values

JOB HIGHLIGHTS

- Define performance measurements and execution for assigned territory
- Implement strategies to increase productivity and maximize profitability
- Implement programs to improve guest and employee satisfaction
- Develop relationships with clients and expand business within assigned territory
- Manage budget
- Create, review, and maintain financials
- Hire and develop senior management within territory
- Direct and support company initiatives and processes

TOTAL REWARDS

- Flexible Scheduling
- PTO & Paid Holidays
- Health Benefits
- Corporate Travel
- Flexible Travel
- Annual Incentive Plan
- Bonus Incentives
- Shareholder consideration

MANAGER SPOTLIGHT

"My goals as an RDO are to 1) Develop a quality team of leaders, 2) Develop a quality bench of future leaders, 3) Connect with clients through meaningful communication, not just lip service, do what we say we will do, 4) Create a robust pipeline of future business by fostering existing client relationships for referrals, and 5) Maximize profit by teaching the fundamentals of revenue.

Success at PMC can be obtained by having the courage to take on additional responsibility while learning a new aspect of the business on your path to career advancement."



**CHAD ARMISTEAD,
RDO**

CAREER PATH:



RDO TO EXECUTIVE LEADER

KEY DRIVER: ORGANIZATIONAL SUCCESS

- Able to work with all departments and lead cross functional teams
- Leading key company initiatives and creating metrics for measuring company-wide success
- National network of industry connections and contacts
- Partnering with various vendors to accomplish company goals
- Attracts, develops, and retains top industry talent
- Promotes a culture of approachability and access to executive leaders
- Building and fostering National Account relationships
- Leverages technology to improve operational efficiency

PROMOTION CONSIDERATION

- Embodies PMC's Core Values (below), especially in decision making
- Relentless, passionate, and tenacious mentality and positive outlook
- Operates at a high level
- Excels at operational analysis and strategic planning
- Industry knowledge and top level hospitality and parking experience

CORE VALUES

- **RELENTLESS GROWTH**
- **PASSION TO SERVE**
- **CLIENT COMMITTED**
- **TRUSTWORTHY**
- **HUNGRY AND HUMBLE**
- **SHOW UP & CARE**
- **CELEBRATE SUCCESS**

JOB HIGHLIGHTS

- Develops and implements programs, systems, and processes to improve company margins
- Participates in executive level meetings
- Identifies opportunities and trends for company improvement
- Leading initiatives and appropriately delegating tasks
- Simplifying key company objectives to provide scalability throughout the company
- Executes workload at a high level

TOTAL REWARDS

- Flexible Scheduling
- PTO & Paid Holidays
- Health Benefits
- Corporate Travel
- Flexible Travel
- Annual Incentive Plan based on company success
- Shareholder
- Opportunity to give back/pay it forward

MANAGER SPOTLIGHT

"Being an executive leader of operations requires a deep understanding of our industry, a strong passion for people and service, and a steadfast commitment to the overall success of the company. At this level of leadership, we are expected to uphold PMC's values in all things we do. Executives must also identify new ways of doing things, constantly striving to make PMC better operationally, grow the company, and create more opportunity for our people."

The best part about my job is paying it forward by helping others in their career paths and watching them grow with PMC in the same way that I have."



RON COLEMAN,
SENIOR VICE PRESIDENT