

**MAJOR FUNCTIONS**

This is responsible managerial, professional, technical, administrative and supervisory work directing, developing, and maintaining parking programs: responsible for preparing recommendations for parking expansions; responsible for the collection of revenues, maintenance and operations of parking lots, parking garages/decks, parking meters, oversee the parking enforcement of all on-street parking, conduct corresponding audits and internal control procedures. The employee manages dedicated staff and resources to meet established production standards, services levels and must resolve related customer complaints while exercising independent judgment and initiative in the day-to-day operations of the division.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, organizes and directs the operational activities of current and future development of initiatives ensuring a positive growth pattern continues and expands to support various Citywide parking programs and public parking expectations. Plans and directs skilled and semi-skilled personnel engaged in the maintenance of gates, parking meters and pay stations. Responsible for the collection and monitoring of revenues from the citation management system, maintenance and operations of parking lots, parking garages/decks Conducts analysis to determine feasibility of future projects by researching estimated costs of construction, operations, and maintenance and provide recommendations. Manage and supervise contractual services contracts; and oversee all contracts, leases and validations associated with the use of garages or lots and maintain accountability of revenues and operational expenses. Manages the issuance of parking meter, loading zone and handicapped parking violations. Prepares the unit's annual budget requests and maintains supporting documentation. Conducts an ongoing assessment of potential changes in regulatory guidelines, policies, weather and technology, its impact on services provided. Develops and implements processes that are driven by customer/City expectations. Oversees the annual unit inventory and the inventory of the parking meters, handhelds, gates equipment functionality/software. Assists with the development of the division's budget and assures budgetary decisions are properly implemented. Conducts/enforces safety standards and regulations reviews to ensure safety of public, employees and property.

**Other Important Duties**

Performs special projects as assigned. Manages promoting public parking facilities to citizens and visitors through website, Parks and Recreation etc to encourage public participation. Coordinates the administrative development and maintenance of the division's data tracking software program. Attends forums or meetings to address concerns, inquiries and recommendations relevant to on/off street parking. Plan, develop, coordinate, implement and monitor customer service programs.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills:**

Thorough knowledge of modern office procedures, practices, and equipment related to area of responsibility. Thorough knowledge of pertinent laws, ordinances, rules, and departmental policies and procedures as is related to area of responsibility. Considerable knowledge in the application of accounting and financial principles. Knowledge of structure, functions and operations of other municipal organizations that impact, and/or are impacted by the municipal parking program and how to effectively work with them to generate/produce maximum benefits for the City. Considerable knowledge of the principles of automated on-line data processing as related to application, billing, collecting, controlling, depositing, and safeguarding procedures involving cash receipts control. Considerable knowledge of parking systems design and operation of parking facilities, contracts and concessions. Ability to plan, organize, and supervise the work of subordinate personnel. Ability to establish and maintain effective working relationships with subordinates, associates, superiors, and

the general public. Ability to communicate effectively and concisely, orally and in writing. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, regulations, policies, and procedures. Ability to work effectively with people of varying socio economic and cultural backgrounds. Ability to encourage positive growth of the City's parking program. Ability to work a schedule of varied hours to support the parking demands of major events and being a part of an essential emergency department. Knowledge of federal, state, and local laws/policies and procedures relevant to municipal parking and parking meter operations and enforcement. Knowledge of the Americans with Disabilities Act and its application to parking facilities. Ability to prepare comprehensive reports. Skilled in the use of microcomputers and their associated applications and programs necessary for successful job performance. Skilled in developing parking schedules, fees and operational readiness consistent with public service demands and expectations.

Minimum Training and Experience:

Possession of a bachelor's degree in planning, business administration, public administration, facilities management or a related field and six years of administrative or higher level experience that includes billing, cash receipts and controls, accounting, or credit and collections; or an equivalent combination of training and experience. Two years of supervisory experience is also required and may be part of any of the aforementioned experience or may be in any work area.

Necessary Special Requirement:

Must possess a valid State Class E driver's license at the time of appointment.

Established 01-20-22