

MAJOR FUNCTION

This is supervisory and administrative work in directing the activities in the Parking Services Unit. The incumbent is responsible for activities of employees engaged in the collection of parking garage accounts; the receiving, recording, and depositing of all moneys for the City; responding to customer inquiries/complaints, establishing or terminating permit services for parking customers; responsible for activities of employees working on street involving public parking areas. Work is performed under the general supervision of an administrative superior; however, the incumbent is expected to exercise considerable independent judgment and discretion in performing work tasks. Work is reviewed through analysis of reports, observations, and by results obtained.

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

Plans, directs, and coordinates work schedules of parking services and permitting employees, including reviewing and/or inspecting the work of subordinates; trains and instructs employees. Establishes, implements, and maintains documents in review of departmental procedures and parking regulations; and makes recommendations or decisions that determine, apply to, or affect plans, policies, methods, operations, or regulations. Supervises and coordinates all activities of respective area of responsibility that may include, but are not limited to, establishing or terminating permitting/valet agreements, cash receipting, billing, collections, parking tickets, and vehicle impoundments. Manages the receipt and handling of customer inquiries and complaints regarding accounts, as is applicable. Interacts and coordinates with other work units as necessary to accomplish unit responsibilities and contractual service needs. Conducts parking facility operational and maintenance inspections; troubleshoots equipment malfunctions related to parking services. Assures the proper operation of data tracking and management systems used by work unit. Prepares and provides reports to management as are appropriate. Supervises repairs to the parking facility, including but not limited to, exhaust fans, pumps, elevators. Maintains employee records, and evaluates employees. Recommends the approval or denial of merit increases. Recommends the selection, transfer, promotion, discipline, grievance resolution or discharge of employees. Performs related work as required.

Other Important Duties

Coordinates the attendance of assigned staff at training and developmental events. Posts or circulates general informational items to keep staff apprised of city-related events and opportunities. May serve as team leader for special projects or ad hoc committees. Performs related work as required.

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. 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 prepare comprehensive reports. Skill in the use of microcomputers and their associated applications and programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in planning, business administration, public administration, facilities management or a related field and three 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. One year 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 Requirements

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

Established: 04-06-20
05-08-20