

PARKING MANAGER

PURPOSE: Under direction of the Chief of Police, oversees all City parking operations, personnel, and enforcement. The Parking Manager also provides planning, policy and organizational direction for City parking operations, and works in cooperation with area business organizations to support parking availability.

FUNCTIONAL AREAS:

1. Oversee the operation of all City parking ramps and areas.

- * A. Operate the City parking ramps and on- and off-street parking areas in order to maximize the Parking Fund balance while maintaining positive community and customer relationships.
- * B. Oversee the parking permitting program, parking policies, and parking inventory to maximize revenues.
- * C. Control the budget to maximize revenues and minimize expenses; provide information for financial audit and oversight.
- * D. Track and analyze parking use to resolve problems and develop plans to meet intermittent, short-range, and long-range parking demand.
- * E. Recommend the selection and installation of property and equipment for the city's parking facilities and operations.
- * F. Maintain City parking resources to maintain cleanliness and attractiveness to customers and maximize safety and security within budgetary constraints.
- * G. Oversee contracts for service related to parking and parking facilities.
- * H. Develop and revise parking policies and procedures to maintain customer satisfaction and parking availability as well as parking revenues.
- * I. Manage parking enforcement and patrols and participate in incident investigation and crime prevention efforts.
- * J. Participate in special event planning, both within and without the City to maximize parking availability, safety, and security.
- * K. Administer the appeals process for citation dismissal in accordance with policies and procedures developed.
- * L. Assist the office of the City Attorney in the establishment and refinement of parking related codes as pertain to zoning, enforcement, fee structures, and procedural processes.
- * M. Ensure adequate signage and marketing materials are available to promote and identify parking resources.
- * N. Drive a vehicle as necessary to evaluate current or proposed City parking, parking facilities, and locations.

2. Ensure quality customer service in all parking program interactions.

- * A. Respond to customer problems and/or complaints regarding parking in a timely, courteous manner.
- * B. Resolve problems related to parking by working with area business and citizen groups as well as City and other agency employees and committees as necessary.
- * C. Act as a liaison with the Duluth Parking Commission to predict, identify, and resolve problems and/or issues.
- * D. Fosters good downtown and neighborhood contacts and consistent stakeholder relations.
- * E. Maintains effective relationships with elected officials, departments, and employees of the City, county and state.
- * F. Maintains effective relationships with corporate customers, individual customers, other parking operators, merchants, corporations, the Greater Downtown Council, and other agencies as appropriate.

- * G. Analyze, predict, plan, and strategize for future parking needs in the City.
- * H. Operate the resident parking permitting process.
- * I. Operate the City employee permitting process for parking.

3. Supervise assigned staff.

- * A. Prioritize, assign and direct work and projects.
- * B. Coordinate work schedules and approve or reject leave requests.
- * C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
- * D. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.
- * E. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
- * F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
- * G. Effectively recommend adjustments or other actions in employee grievances.
- * H. Delegate authority and responsibilities to others as needed.
- * I. Disseminate instructions and information to employees through verbal and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ‡ A. Bachelor's Degree in Business Administration, Public Administration, or a related field from an accredited college or university.
- ‡ B. Four years of full-time, increasingly responsible professional parking experience, including at least two (2) years of managerial level experience. Equivalent experience can be substituted for education at the discretion of Human Resources.
- ‡ C. Or a combination of education and experience considered by Human Resources to be equivalent to the above.

License Requirements

- ‡ A. Possession of a regular Minnesota driver's license or privilege.

Knowledge Requirements

- ‡ A. Knowledge of laws, regulations and ordinances involved in the operation of parking facilities, contracts or concessions.
- ‡ B. Knowledge of business finance, accounting, and economic development programs.
- ‡ C. Knowledge of contract administration and preparation.
- ‡ D. Knowledge of elements of parking systems design and operations.
- ‡ E. Knowledge of principles and practices of management, personnel administration and training.
- ‡ F. Knowledge of management and engineering principles and practices as they relate to parking systems.
- ‡ G. Knowledge of techniques involved in economic development and revitalization programs, and their relationship to parking and transportation programs.

Skill Requirements

- ‡ A. Skill with interpersonal relations and customer service.

- ‡ B. Skill in communicating effectively and clearly, both orally and in writing.
- ‡ C. Skill in making presentations and handling public relations.
- ‡ D. Basic skill in computer applications including word processing, spreadsheet, database, email, and other related software applications.

Ability Requirements

- ‡ A. Able to prepare succinct, coherent and technically accurate reports and analyses.
- ‡ B. Able to deal effectively and tactfully with other professionals, elected officials, contractors, Consultants, and the general public.
- ‡ C. Able to effectively lead, develop, and supervise professional, technical, maintenance and clerical staff.
- ‡ D. Able to creatively and diplomatically solve problems.
- ‡ E. Able to be a team player.
- ‡ F. Able to attend work on a regular basis, but flexible enough to cover demands for service or attend meetings outside regular business hours.
- ‡ G. Able to effectively manage a municipal parking system.
- ‡ H. Able to plan for responsible growth and maintenance of the parking program.
- ‡ I. Able to issue clear verbal and written instructions.

Physical Requirements

- ‡ A. Able to frequently stand, walk, and sit.
- ‡ B. Able to see well enough to drive and evaluate the condition and availability of parking and parking facilities.
- ‡ C. Able to talk and hear to converse, provide assignments and instructions to subordinates, resolve complaints, and make presentations.
- ‡ D. Able to lift and carry items weighing up to 35 pounds.

* Essential functions of the position

‡ Job requirements necessary the first day of employment

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