

## **PARKING OPERATIONS SPECIALIST**

### SUMMARY/PURPOSE:

Assist the Parking Manager with managing and coordinating the planning, implementation, and administration of programs and processes in City parking operations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned):

1. Conduct parking facility operational and maintenance inspections.
2. Study parking data and recommend facility and on-street operational changes.
3. Host neighborhood parking forums.
4. Interface with vendors and ensure contract compliance.
5. Meet and communicate with staff in other City departments.
6. Maintain and analyze parking revenue/expense spreadsheets.
7. Respond to customer problems and/or complaints regarding parking in a timely, courteous manner.
8. Research and respond to parking inquiries and concerns from the public.
9. Interface with Duluth Parking Commission and Downtown Parking Advisory Committee, attend meetings, and keep minutes.
10. Conduct neighborhood site visits in response to on-street parking configuration change requests.
11. Analyze, predict, plan, and strategize for future parking needs in the City.
12. Recommend the selection of equipment and software for the City's parking facilities and operations.
13. Maintain City parking resources to maintain cleanliness and attractiveness to customers and maximize safety and security within budgetary constraints.
14. Develop and revise parking policies and procedures to maintain customer satisfaction and parking availability as well as parking revenues.
15. Participate in special event planning, both within and without the City, to maximize parking availability, safety, and security while ensuring financial sustainability of the parking system.
16. Assist in administering parking system proactively to increase profits and minimize expenses in accord with market demand and best practices.
17. Assist with the parking citation appeals process in accordance with policies and procedures.
18. Assist with oversight of any parking management firms and consultants hired by the City.
19. Ensure adequate signage and marketing programs are in place to promote and identify parking resources.

### JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Education and Experience Requirements:
  - A. Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Public Administration, or a related field plus two years of verifiable experience in parking; or
  - B. Six years of full-time, verifiable experience in parking administration; or
  - C. A combination of an Associate's Degree and four years of full-time, verifiable experience in parking administration.
2. License Requirements:
  - A. Possession of a valid Minnesota driver's license or equivalent.

3. Knowledge Requirements:
  - A. Knowledge of industry best practices in the operation of parking facilities, contracts, and concessions.
  - B. Knowledge of business finance, accounting, and parking-specific auditing protocols.
  - C. Knowledge of contract administration and preparation.
  - D. Knowledge of parking systems design and operation.
  - E. Knowledge of principles and practices of management, personnel administration, and training.
  - F. Knowledge of leadership and management 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.
  
4. Skill Requirements:
  - A. Demonstrated project management skills.
  - B. Analytical and problem-solving skills.
  - C. Skill in documenting processes, performance, and outcomes.
  - D. Skill in efficient time management.
  - E. Excellent written, oral, and presentational skills.
  - F. Excellent listening and interpersonal skills.
  - G. Intermediate skill in computer applications including word processing, spreadsheet, database, email, and other related software applications.
  
5. Ability Requirements:
  - A. Ability to prepare succinct, coherent, and technically accurate reports and analyses.
  - B. Ability to deal effectively and tactfully with other professionals, elected officials, contractors, consultants, and the general public.
  - C. Ability to diplomatically defuse adversarial situations.
  - D. Ability to work independently and to organize and prioritize workload.
  - E. Ability to present ideas in business-friendly and user-friendly language.
  - F. Very strong customer service orientation and ability.
  - G. Ability to communicate clearly and concisely, both orally and in writing.
  
6. Physical Ability Requirements:
  - A. Ability to travel between work locations and conduct site visits throughout the City limits.
  - B. Ability to work flexible schedules, including evenings and weekends, as assigned.
  - C. Ability to frequently stand, walk, and sit for extended periods of time.
  - D. Ability to hear and speak sufficiently to exchange information in person and by telephone.
  - E. Ability to lift and carry moderately heavy objects weighing up to 60 pounds.
  - F. Ability to see well enough to meticulously evaluate the condition of parking facilities.
  - G. Dexterity of hands and fingers to operate a digital camera, computer keyboard, mouse, other computer components, copier, scanner, fax machine, and manual and power tools.
  - H. Ability to attend work on a consistent basis.

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