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| Job Title | Parking Enterprise Operations Manager | FLSA Status | Exempt |
| Band | MGR | Probationary Period | At-Will |
| Zone | 2 | Job Code | 17595 |

Class Specification – Parking Enterprise Operations Manager

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| Summary Statement: | |
| <p>The purpose of this position is to direct, manage, supervise and coordinate the operations and activities for the Parking System Enterprise. This is accomplished by developing and implementing policies and procedures, goals and objectives; managing capital projects; and assigning priorities and delegating authority and responsibility to appropriate staff. The position identifies and implements technology improvements, including, but not limited to parking and access revenue control, security, online interfaces and interfaces between parking management systems. Position establishes and monitors key performance indicators, implements new processes, communicates with staff, stimulates team work to accomplish desired goals and objectives and ensure the highest level of service is provided to customers in the most effective and efficient manner.</p> | |
| Essential Functions | Note: Regular and predictable attendance is an essential function in the performance of this job. |
| Time % (All below must add to 100%) | Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year. |
| 40% | Manage and oversee the Parking Systems operations and security by recommending, interpreting, communicating, and enforcing policies and procedures. Responsible for the overall assignment, performance, and training of parking operations personnel. Manages security, parking, access control, id cards, and parking operations finances. |
| 40% | Oversee the Parking Systems operations and evaluate service levels, determine areas of improvement, and implement improvement plans. Oversee capital projects and the work plan for on-street parking meters and off-street parking operations; may coordinate special events and projects with other departments, divisions, and outside agencies; and monitor and improve effectiveness of service delivery methods. |
| 20% | Oversee administrative functions including data processing, budget monitoring, and record keeping to ensure compliance. Manage operations access control and operations security. Administer and monitor facility maintenance and operations, security, customer relations, enforcement, and revenue reporting. |

Competencies Required:



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Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:
 Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in business administration, public administration, or a related field.

Experience: Five years of full-time managerial and supervisory experience, or five years of experience related to the area of assignment, including two years of leadership and supervisory responsibility.



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Education and Experience Equivalency
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised: Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.

Supervision Received:
 Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:
 This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands:
 Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

| Environmental Conditions | Frequency |
|---------------------------------|------------------------|
| Primary Work Environment | Office Environment |
| Extreme Temperature | Several Times per Week |
| Wetness and Humidity | Several Times per Week |



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| Respiratory Hazards | Several Times per Month |
| Noise and Vibrations | Several Times per Month |
| Physical Hazards | Rarely |
| Mechanical and/or Electrical Hazards | Rarely |
| Exposure to Communicable Diseases | Never |

Machines, Tools, Equipment, and Work Aids: Vehicle, hard hat, hand and power tools, personal computer, printers, scanners, IR probes, electronic kiosks, and credit card machine.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: August 2018