

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 228

PARKING OPERATIONS MANAGER

GENERAL

This is a management/administrative position responsible for planning, organizing and supervising all functions of the Parking Facilities Division. Work is performed under general supervision of the Assistant City Manager.

EXAMPLES OF ESSENTIAL DUTIES

The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.

- Developing the Strategic plan for the City's parking system facilities and related local transportation elements including: Parking structure, surface parking lots, on street parking, metering, parking valet services, shuttle or similar transport services and associated vendor contracts.
- Conduct parking and traffic studies, including field research, surveys and data collection.
- Coordinates with Public Works maintenance staff and/or contracted vendors for ongoing maintenance requirements for parking structures and other infrastructure and parking metering inventory.
- Coordinates with shuttle operator or similar contracted services or license agreements for service requirements and resolutions to customer complaints.
- Prepares and assist in presenting City Commission agenda items.
- Analysis and recommendations for various parking and transportation related proposals.
- Working with property owners to discuss potential leases or purchase of land for parking and coordinates preparation of resulting agreements with the City Attorney's Office.
- Attends meetings with other departments, agencies, civic groups, homeowners associations and various other outside board meetings as a representative of the division and/or department.
- Conducts parking surveys, makes recommendations to the Assistant City Manager or designee regarding any necessary changes concerning parking rates, time limits, installation or removal of parking meters, etc.
- Conduct research studies and prepares comprehensive reports on projects of major impact on City parking capacity, procedures and policies, inclusive of possible parking demand study updates.
- Oversees, through subordinate management personnel or contracted personnel, Parking's internal control and accounting requirements, including audits of the meters; cashier drawer and daily deposit reconciliation; control of permit and other asset inventories.
- Prepares and managers the annual budget for the municipal parking system and authorizes all expenses of the system to insure adequate coverage of parking obligations; handles administrative tasks connected with the issuance of revenue bonds or other types of financing for parking expansion and compliance with budget requirements. Works closely with the Finance Department to check expenditures against budget appropriations.
- Overseeing the bidding, award process as well as the administration of vendor contracts.
- Prepares Requests for Proposals (RFPs) and Invitations to Bid (ITBs), participates in selection committees, and oversees the implementation of services, equipment, programs, and projects related to parking.

- Develops new or revised programs, policies, methods, systems, personnel, and equipment changes to more efficiently serve the department and makes recommendations to the Assistant City Manager or designee.
- Develops policies and procedures for use of parking garages by the public during severe weather conditions.
- Keeps abreast of current developments in the specialized fields under the jurisdiction of the division through affiliation with national technical associations and interchanges with other governmental units and private businesses.
- Supervises the day-to-day operations of enforcement and customer service office (or contractual) staff.
- Oversees Parking's internal control and accounting functions (could be managing contractors charged with such), including audits of the cashier drawers; tickets to park control logs, cashier fund reconciliation; control of permit and other asset inventories; coin and bill counting, bagging, and deposit of funds to the City's bank account; credit card collections and accounting from front counter transactions. Works with the Finance Department's Treasury Division to implement processes and procedures to ensure the timeliness and accuracy of revenue reporting, the integrity of the citation and permit management database; and the safety and security of financial assets. Oversees, through subordinate or contractual supervisory staff, customer complaint handling, correspondence, appeals processing, and City action items and activities connected with follow-up, payment, and accountability for all parking citations.
- Make recommendations regarding hiring staff or contracted vendors and monitors performance and produces evaluations, as applicable.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of principals, methods, equipment and practices of enforcement activities.
- Knowledge of City and State laws and regulations pertaining to municipal parking.
- Knowledge of internal control procedures, fraud prevention, and detection.
- Knowledge of effective customer service and public relations practices.
- Knowledge of principles, methods, equipment, and practices of the various specialized parking and facility activities.
- Knowledge of internal control procedures, asset security, fraud prevention and detection.
- Knowledge of supervisory principles, practices, and techniques.
- Knowledge of computer systems and software applications related to parking management and revenue control systems.
- Knowledge and skill in the management of contracted services.
- Ability to apply the principles and practices of organization, management, personnel, and financial administration in the operation of a complex municipal division.
- Ability to plan, direct, and control the development of municipal parking programs that will meet current and future needs.
- Ability to analyze complex data, and to prepare a wide variety of administrative and technical reports.
- Ability to research, design and implement new or improved parking related programs.
- Ability to analyze parking projects and present findings and recommendations effectively, both orally and in writing.
- Ability to apply the principles and practices of organization, management, and personnel relations.
- Ability to evaluate and give reliable advice on difficult project management and construction problems.

- Ability to plan, assign and supervise the work of subordinate personnel in a manner conducive to full performance and high morale.
- Ability to establish and maintain effective working relationships.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to communicate effectively both written and verbally, inclusive of making presentations to the City Commission and civic, business or other community groups.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in business or public administration, planning, or a closely related field. Designation as a Certified Administrator of Public Parking (CAPP) and/or Transportation Demand Management (TDM) concepts preferred. Have at least five (5) of progressively responsible administrative and managerial work experience in municipal parking systems, garage management, budget management and administration, enforcement, operations research, and the preparation of management reports, including at least two (2) years of parking systems supervisory experience. Must have some experience in one or more of the following areas: parking projects design review and/or construction; coordination of parking related transportation projects; or the planning of existing and future parking programs to optimize utilization.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Exhibit resourcefulness in emergencies with a proven ability and strength to function physically under adverse conditions. Reasonable physical fitness compliance is expected. Must be ready to respond to an emergency situation in which walking, running, climbing, reaching, bending, lifting, pushing and pulling 100 lbs. or more is required and the ability to respond quickly. The noise level in this environment is usually quiet, but may be loud in rescue situations.

SPECIAL REQUIREMENTS

Possess a valid State of Florida driver's license.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

11/2018

Bargaining Unit: Non-bargaining

FLSA: Exempt

Classification: 30/50

Location: Parking Division

GERS: Regular Class