

PARKING SERVICES MANAGER

SUMMARY/PURPOSE

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversee the operation of all City parking ramps and on- and off-street parking areas in order to maximize parking fund balances while maintaining positive community and customer relationships.
2. Oversee all parking permit programs, parking policies, and parking inventory to maximize revenues, while preserving public safety and access.
3. Plan and maintain the annual parking fund budgets to maximize revenues and minimize expenses; provide information for financial audit and oversight.
4. Track and analyze parking use to resolve problems and develop plans to meet intermittent, short-range, and long-range parking demand.
5. Manage and coordinate the selection and installation of property and equipment for the City's parking facilities and operations.
6. Maintain City parking resources to maintain cleanliness and attractiveness to customers and maximize safety and security within budgetary constraints.
7. Oversee contracts for service related to parking and parking facilities.
8. Develop and revise parking policies and procedures to maintain customer satisfaction and parking availability as well as parking revenues.
9. Manage parking enforcement and patrols and participate in incident investigation and crime prevention efforts.
10. Administer the appeals process for citation disputes in accordance with policies and procedures developed.
11. 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.
12. Ensure adequate signage and marketing materials are available to promote and identify parking resources.
13. Respond to customer problems and/or complaints regarding parking in a timely, courteous manner.
14. 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.
15. Develop, manage, and coordinate all materials, communications, and scheduling related to the Duluth Parking Commission to predict, identify, and resolve problems and/or issues.
16. Maintain effective relationships with elected officials, departments, and employees of the City, county and state.
17. Maintain effective relationships with corporate customers, individual customers, other parking operators, merchants, corporations, the Greater Downtown Council, and other agencies as appropriate.
18. Plan and coordinate public relations and education initiative, including media relations.
19. Coordinate work schedules and approve or reject leave requests.
20. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
21. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.
22. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.

23. Effectively recommend adjustments or other actions in employee grievances.
24. Delegate authority and responsibilities to others as needed.
25. Establish and maintain positive working relationship with employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.
26. Other duties as assigned.

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, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Business Administration, Public Administration, or a related field from an accredited college or university; AND
 - B. Four (4) 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; OR
 - C. A combination of education and experience considered by Human Resources to be equivalent to the above.
2. License Requirements
 - A. Possession of a regular Minnesota driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge of laws, regulations, ordinances, statutes, and parking industry best practices involved in on- and off-street parking operations.
 - 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 techniques involved in economic development and revitalization programs, and their relationship to parking and transportation programs.
 - G. Knowledge of multi-modal transportation principles.
4. 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. Exhibits leadership qualities of adaptability, dependability, and accountability.
 - E. Basic 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 public.
 - C. Ability to effectively lead, develop, and supervise professional, technical, maintenance, and clerical staff.
 - D. Ability to creatively and diplomatically solve problems.
 - E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

- F. Ability to attend work on a regular basis, but flexible enough to cover demands for service or attend meetings outside regular business hours.
- G. Ability to effectively manage a municipal parking system.
- H. Ability to plan for responsible growth and maintenance of the parking program.
- I. Ability to issue clear verbal and written instructions.
- J. Ability to maintain and protect confidential information.

6. Physical Ability Requirements

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

HR: LD	Union: Supervisory	EEOC: Officials/Admin	CSB:	Class No: 1338
WC: 9410	Pay:	EEOF: Police Protection	CC:	Resolution:

PARKING SERVICES MANAGER ~~OPERATIONS COORDINATOR MANAGER~~

SUMMARY/PURPOSE:

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

~~1.~~

1. ~~*~~ ~~A.~~ ~~Operate the~~ City parking ramps and on- and off-street parking areas in order to maximize ~~the p~~ Parking ~~f~~und balances while maintaining positive community and customer relationships.

~~*~~ ~~B.~~ Oversee ~~all the parking permitting~~ parking ~~-permitting~~ programs, parking policies, and parking inventory to maximize revenues, while preserving public safety and access.

~~2.~~

2. ~~*~~ ~~C.~~ Plan and maintain ~~Control~~ the annual parking fund budgets to maximize revenues and minimize expenses; provide information for financial audit and oversight.

~~3.~~

3. ~~*~~ ~~D.~~ Track and analyze parking use to resolve problems and develop plans to meet intermittent, short-range, and long-range parking demand.

~~4.~~

4. ~~*~~ ~~E.~~ Manage and coordinate ~~Recommend~~ the selection and installation of property and equipment for the City's parking facilities and operations.

~~5.~~

5. ~~*~~ ~~F.~~ Maintain City parking resources to maintain cleanliness and attractiveness to customers and maximize safety and security within budgetary constraints.

~~6.~~

6. ~~*~~ ~~G.~~ Oversee contracts for service related to parking and parking facilities.

~~7.~~

7. ~~*~~ ~~H.~~ Develop and revise parking policies and procedures to maintain customer satisfaction and parking availability as well as parking revenues.

~~8.~~

8. ~~*~~ ~~I.~~ Manage parking enforcement and patrols and participate in incident investigation and crime prevention efforts.

~~9.~~

9. ~~*~~ ~~J.~~ Participate in special event planning, both within and without the City to maximize parking availability, safety, and security.

~~9.~~

10. ~~*~~ ~~K.~~ Administer the appeals process for citation disputes ~~missal~~ in accordance with policies and procedures developed.

~~10.~~

11. ~~*~~ ~~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.

~~11.~~

12. ~~*~~ ~~M.~~ Ensure adequate signage and marketing materials are available to promote and identify parking resources.

~~12.~~

13. ~~* N. Drive a vehicle as necessary to evaluate current or proposed City parking, parking facilities, and locations.~~
14. ~~12.~~
15. ~~2. Ensure quality customer service in all parking program interactions.~~
16. ~~17.13. * A. Respond to customer problems and/or complaints regarding parking in a timely, courteous manner.~~
18. ~~14. 36* 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.~~
19. ~~15. 47* C. Develop, manage, and coordinate all materials, communications, and scheduling related to Act as a liaison with the Duluth Parking Commission to predict, identify, and resolve problems and/or issues.~~
20. ~~58* D. Fosters good downtown and neighborhood contacts and consistent stakeholder relations.~~
21. ~~16. 19. * E. Maintains effective relationships with elected officials, departments, and employees of the City, county and state.~~
17. ~~1620* F. Maintains effective relationships with corporate customers, individual customers, other parking operators, merchants, corporations, the Greater Downtown Council, and other agencies as appropriate.~~
22. ~~18. 17. Plan and coordinate public relations and education initiative, including media relations.~~
23. ~~18* G. Analyze, predict, plan, and strategize for future parking needs in the City.~~
24. ~~22. * H. Operate the resident parking permitting process.~~
25. ~~23. * I. Operate the City employee permitting process for parking.~~
26. ~~27. 3. Supervise assigned staff.~~
28. ~~24~~
29. ~~* A. Prioritize, assign and direct work and projects.~~
30. ~~19. 1925* B. Coordinate work schedules and approve or reject leave requests.~~
31. ~~20. 2026* C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.~~
32. ~~21. 17* D. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.~~
33. ~~22. 28* E. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.~~
34. ~~3* F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.~~
35. ~~23. 2430* G. Effectively recommend adjustments or other actions in employee grievances.~~
36. ~~24. 2531* H. Delegate authority and responsibilities to others as needed.~~
25. ~~2632* I. Disseminate instructions and information to employees through verbal and written communications.~~
26. ~~28. Utilize a motor vehicle to aid in the performance of all duties listed above.~~
29. ~~34. Other duties as may be assigned.~~

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, skills, and abilities required.

1. Education & Experience Requirements

- A. ~~‡~~Bachelor's Degree in Business Administration, Public Administration, or a related field from an accredited college or university; ~~‡~~ AND;
 - B. ~~‡~~Four (4) years of full-time, increasingly responsible professional parking experience, including at least ~~two~~ (22) years of managerial level experience. Equivalent experience can be substituted for education at the discretion of Human Resources; ~~‡~~ OR;
 - C. ~~‡~~Or a combination of education and experience considered by Human Resources to be equivalent to the above.
2. License Requirements
 - A. ~~‡~~Possession of a regular Minnesota driver's license or privilege.
3. Knowledge Requirements
 - A. ~~‡~~Knowledge of laws, regulations, ~~and ordinances, statutes, and parking industry best practices~~ involved in ~~the operation of parking facilities, contracton- and off-street parking operations 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.E.~~ ~~‡~~ ~~F.~~ ~~Knowledge of management and engineering principles and practices as they relate to parking systems.~~
 - ~~F.~~ ~~‡~~GKnowledge of techniques involved in economic development and revitalization programs, and their relationship to parking and transportation programs.
 - ~~G.~~ Knowledge of multi-modal transportation principles.
4. 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.
 - ~~C.D.~~ Exhibits leadership qualities of adaptability, dependability, and accountability.
 - ~~D.E.~~ ~~‡~~DBasic 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, ~~c~~Consultants, and the ~~general~~ public.
 - C. ~~‡~~Ability to effectively lead, develop, and supervise professional, technical, maintenance, and clerical staff.
 - D. ~~‡~~Ability to creatively and diplomatically solve problems.
 - E. ~~‡~~Able to be a team player. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - F. ~~‡~~Ability to attend work on a regular basis, but flexible enough to cover demands for service or attend meetings outside regular business hours.
 - G. ~~‡~~Ability to effectively manage a municipal parking system.
 - H. ~~‡~~Ability to ~~le to~~ plan for responsible growth and maintenance of the parking program.
 - ~~I.~~ ~~‡~~Ability ~~le to~~ issue clear verbal and written instructions.
 - ~~I.J.~~ Ability to maintain and protect confidential information.
6. Physical ~~Ability~~ Requirements

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

* ~~Essential functions of the position~~

~~Job requirements necessary the first day of employment~~

HR:	CT	Union:	Supervisory	EEOC:	Officials/Admin	CSB:	20110705	Class No:	1338
WC:	9410	Pay:	**1095-1100	EEOF:	Police Protection	CC:	20111219	Resolution:	11-0661R