

Parking Services Leadworker

SUMMARY/PURPOSE

To coordinate staff and systems involved in Parking Division operations in conjunction with supervisor to promote maximum efficiency and effectiveness. The work involves a combination of providing oversight to day-to-day parking services operations and leading the Parking Services team in the completion of assigned City enforcement functions.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enforce parking regulations within the City of Duluth.
2. Coordinate administration of parking permit systems; delegate to parking staff as needed.
3. Consult with parking staff on proper parking ticket issuance procedures and interpretation of City of Duluth Municipal Code.
4. Train new staff, and coordinate current and new systems procedures.
5. Troubleshoot new and existing technology systems, consulting with vendors to affect solutions.
6. Coordinate installation of temporary parking signage and other temporary parking configuration adjustments.
7. Alert supervisor to immediate public safety concerns that fall beyond the normal duties of parking staff.
8. Assist supervisor in coordinating staff response to emergencies and special events.
9. Arrange patrol vehicle modifications and maintenance.
10. Assess division supply needs and submit recommendations to supervisor.
11. Advise supervisor on preparation and maintenance of division's annual budget.
12. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
13. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
14. Provide training on new or modified procedures and policies to all affected parties.
15. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
16. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
17. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
18. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. A minimum of four (4) years of related education and/or full-time, verifiable professional parking or related enforcement experience.
2. License Requirements
 - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Knowledge of general parking or related enforcement concepts and methods.
 - B. Knowledge of parking or related enforcement technology.
 - C. Knowledge of problem-solving and conflict-resolution techniques.
 - D. Knowledge of applicable safety requirements.
 - E. Knowledge of, or the ability to learn, City policies and procedures.
 - F. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - G. Knowledge of effective leadership and personnel practices.
 - H. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
 - A. Skill in de-escalation techniques, mediation, and dispute resolution.
 - B. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - C. Skill in managing one's own time and the time of others.
 - D. Skill in completing assignments accurately and with attention to detail.
 - E. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
 - A. Ability to de-escalate tense interpersonal situations while focusing on positive desired outcomes.
 - B. 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.
 - C. Ability to communicate and interact effectively with members of the public.
 - D. Ability to communicate effectively both orally and in writing.
 - E. Ability to recognize, analyze, and solve a variety of problems.
 - F. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - G. Ability to handle difficult and stressful situations with professional composure.
 - H. Ability to work successfully as a member of a team and independently with minimal supervision.
 - I. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
 - J. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - K. Ability to enforce safety rules and regulations.
 - L. Ability to maintain confidential information.
 - M. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - N. Ability to exercise sound judgment in making critical decisions.
 - O. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar

activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

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