PARKING PROGRAM SUPERVISOR

DEFINITION
Under general supervision of the Parking Program Superintendent, provide direction for contract and City staff providing Parking Enforcement, Parking Meters Operations, Special Events Traffic Control, Customer Service, Dispatch and School Crossing Guard services.

ESSENTIAL FUNCTIONS
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Assist Parking Program Superintendent in duties scheduling and directing contract staff who perform parking citation enforcement, parking meter operations and traffic control functions;
- Provide contract performance oversight and serve as liaison between City management and contract service providers on reporting, personnel and ordering of supplies and equipment;
- Assist in process and problem resolution, and carry out invoice verification and payment;
- Supervise School Crossing Guard program, including scheduling, training, hiring and performance review of staff;
- Supervise Customer Services staff including employees and contractors assigned to City Hall Front Counter work area.
- Attend special events planning meetings to gather requirements and prepare staffing plans;
- Overseen process to follow up on all citizen inquiries using appropriate methods.
- Maintain appropriate systems for measuring contract service providers’ performance;
- Gather data to monitor contract service providers’ productivity and revenues performance;
- Create and maintain operational procedures and business rules;
- Assist in the implementation of new systems including but not limited to writing end user manuals and providing training to users of a new system;
- Ensure vendor activities meet with customer expectations and contract obligations; attend training to develop relevant knowledge, techniques, and skills.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledge of Parking Citation Enforcement, parking meter and traffic control operations, handheld citation issuing devices and operational systems, billing processes and accounting methods
- Skilled in problem solving and troubleshooting, prioritizing work assignments and meeting multiple and conflicting deadlines and establishing and maintaining positive and productive working relationships, preparing, adjusting, and reviewing accounts
- Ability to utilize department systems including AutoProcess, AutoCite and DocuPeak, Ability to investigate and analyze information and draw conclusions
- Ability to effectively communicate verbally and in writing reports

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in both office and community environment. Work may require frequent standing, walking, bending and lifting up to 25 pounds. Maybe exposed to repetitive motion and vision to monitor. Scheduled work hours can vary due to required weekend coverage, evenings and special event

QUALIFICATIONS
Associates Degree in Business, Public Administration, Computer Science and/or three (3) years of progressive responsible experience in any or all of parking citation enforcement, meter operations and/or traffic control services and possess strong analytical, organizational, and interpersonal skills