

PARKING OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the management and oversight of municipal parking operations, facilities and programs. The incumbent provides administrative and technical support to enhance parking operations and develops long term plans and strategies for parking inventories and traffic regulations. This is a responsible position involving supervision over all public parking areas and parking meters in an assigned area. The incumbent will have contact with the public and with the municipal administrators, boards and/or commissions regarding observations from field visits. Supervision may be exercised over Parking Meter Repairers and Parking Meter Collectors. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees daily parking operations including the collection of meter revenues, the inspection, maintenance, repair and replacement of parking meters, etc.;

Maintains automated records of contracted/permit parking spaces, meter receipts, meters requiring repair and maintenance, etc.

Interacts with the public (in person, on the phone or by mail) to resolve issues related to the issuance of parking tickets, dissemination of information regarding parking regulations;

Responds to correspondence, phone requests and complaints about parking operations and programs;

Investigates reports of defective meters and responds to inquiries from the courts with regard to violations claiming malfunctioning meters;

Supervises and assists in the inspection, maintenance, repair and replacement of meters;

Supervises the collection of meter revenue;

Attends board / commission meetings;

Prepares and analyzes parking data such as the number of traffic accidents, meter revenue, permit sales, and available spaces; reports findings to board and administration and makes recommendations based on facts;

Prepares amendments to local vehicle and traffic code based on board and/or administration recommendations;

EXAMPLES OF WORK (Illustrative Only) (Cont'd.):

Makes field visits to parking areas to observe parking patterns and to determine need for maintenance and repair, re-design of lot; parking fee structure, or change in meter/contracted spaces i.e. space creation versus elimination for reasons of efficiency and/or traffic safety considerations;

Observes, identifies and reports dangerous parking area roadway conditions and their causes such as obstructions to vision;

Prepares work orders related to the maintenance of parking structures and locales such as installation of regulatory signage, road surface marking, etc...

Prepares purchase orders and maintains inventory of meter supplies and parts;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

May prepare board meeting agenda;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices, procedures, tools, equipment and terminology used in operation, maintenance, and repair of parking meters and parking facilities; good knowledge of the principles of organization and management; good knowledge of administrative practices and techniques; working knowledge of the procedures used in collecting cash; familiarity with the provisions of the State and local codes, ordinances, and laws as they apply to parking regulations; familiarity with the geography of the municipality and the location of private and public parking facilities; familiarity with use of coin collection box or similar equipment; familiarity with the principles and practices of requisitioning and maintaining stock as it concerns parking meter parts and supplies; ability to order and maintain stock of parking meter parts and supplies; ability to recognize and recommend the need for repairs; ability to read and interpret laws, codes, and ordinances including state and local vehicle and traffic laws; ability to read and interpret the Manual on Uniform Traffic Control Devices (MUTCD); ability to plan, layout and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to prepare correspondence; ability to maintain complex records and files; ability to prepare oral and/or written reports regarding departmental operations; ability to analyze and make recommendations based on factual evidence and observations; ability to meet and work effectively with the public in resolving parking related issues; ability to establish and maintain cooperative relationships with municipal officials and administrators, municipal boards and commissions, and the general public; ability to communicate effectively both orally and in writing; ability to understand and carry out oral and written directions; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to operate a motor vehicle; mechanical aptitude; manual dexterity; basic arithmetical aptitude; initiative; resourcefulness; dependability; accuracy; honesty; integrity; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of general office/clerical experience which included the maintenance of records and the operation of automated systems equipment supplemented by two (2) years experience in parking operations as a Parking Enforcement Officer, Parking Meter Repairer, Parking Meter Collector, or a closely related title.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university may be substituted on a year for year basis for up to four (4) years of the general office/clerical experience described above. There is no substitution for the two (2) years of specialized experience. All coursework must be verified by official transcript.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.

Towns and Villages,
Cities of Rye and Peekskill
J. C.: Competitive
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Job Class Code: 0977