ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Parking Services Division
Job Code: 7100
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage operations and staff involved in the operation, security and maintenance of City parking facilities and enforcement of parking statutes and ordinances.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to Assistant Director, Transportation and

Director, Transportation; and updates and maintains department standard operating procedure manuals.

Develops long- and short-term goals, plans, and objectives for the Parking Services Division: researches and assesses current and future parking needs for the City; develops plans to attract new customers and increase parking utilization; and oversees implementation of established goals, plans, and objectives.

Develops, implements, and monitors division work plan, policies, and procedures: keeps informed of current parking issues and concerns; formulates, develops, and monitors implantation of work methods and practices, policies, services standards, standard operating procedures, training programs, etc.; updates division guidelines according to local, state, and federal rules and regulations; and oversees training programs.

Develops and implements division budget: determines and recommends operational and capital allocations for staffing, equipment, capital improvements, service delivery, and other expenditures; oversees the collection of parking revenue; prepares contracts, purchase orders and Requests for Proposal; processes invoices for payment; monitors revenues and expenditures to ensure compliance with approved budget; and prepares and maintains related financial documentation and reports.

Performs customer service duties: receives and responds to questions, concerns, and complaints related to parking operations and enforcement; provides information and answers questions; researches problems and concerns; and initiates problem resolution.

Performs related duties in support of department operations: coordinates with other City departments, as needed; reviews and recommends revisions to the City parking ordinances; researches and implements new technologies and services; negotiates parking contracts and lease agreements; and represents the City at various meetings.

Communicates with City administrators and elected officials, supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, billing invoices, time sheets, work plans, contracts, operational metrics, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Business or a related field required; supplemented by five years of experience in parking operations and enforcement, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.