CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Parking Operations Supervisor** **UNION:231**
SG:5
DEPARTMENT: **Public Works, Operations Division** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

This position combines supervisory and customer service responsibilities and the application of technical knowledge in the design, construction, installation, maintenance, operation, monitoring, testing, inspection, and repair of the Parking Operations system. Directly responsible for planning, scheduling, assigning, and supervising work crews engaged in maintenance and operations of the parking system. Reviews and coordinates recommended efficiency and or operational improvements to the parking operation. Error or negligence in the performance of the Parking Operations unit could result in consequences for the viability of the City's parking system, public safety, and potential legal liability or financial impacts.

SUPERVISORY RELATIONSHIP:

Reports to the Superintendent of Traffic/Parking/Fiber. Works under general supervision and the guidance of applicable federal, state and local statues, regulations, and City policies and procedures.

Supervises office and fieldwork of assigned employees. Works as part of a team and coordinates work with other division supervisors including, Street, Solid Waste, Traffic Maintenance, Traffic Engineering and Fiber. Maintains working relationships with private vendors and other City personnel such as the Bellingham Police department, Municipal Court, Information Technology, and Finance staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, supervises, directs, and may participate in the work of Parking Operations staff engaged in the design, construction, installation, maintenance, and repair of the parking system and the components of the system. Parking operation projects may include installation of new parking meters, programing and maintenance of meter and pay stations, and implementation of expanded parking areas. Develops workplans for parking expansion projects and maintenance activities.

2. Establishes and organizes work priorities, schedules, and personnel work assignments. Reviews daily accomplishments and modifies work priorities as necessary. Responsible for assigning and ensuring the availability of on-call stand-by personnel on a rotating basis to ensure parking enforcement activities can be carried out during enforcement times. Ensures work standards adhere to federal, state, and local statutes**,** regulations, policies, and procedures.

3. Identifies and assists staff in analysis and diagnosis of problems, troubleshooting equipment, and system failures. Coordinates with Public Works division supervisors, engineers, inspectors,

private contractors, and other City personnel to mitigate and address Parking Operation projects including improvement and maintenance plans.

4. Evaluates the work performance of the Parking Operations staff. Develops and or coordinates ongoing, on-the-job, vendor, and in-house training for all parking system operation tasks. Assists with the development of and enforces safety and training policies and procedures. Participates in selection and hiring processes, disciplinary actions, conducts performance reviews.

5. Coordinates parking activities between Public Works, Finance, Municipal Court, Police Department, and outside partner agencies to ensure the efficient and effective management of the Parking system for day to day operations.

6. Provides accurate and courteous communication to the public. Sets and monitors customer service standards. Ensures that customer service requests, inquiries, and or complaints regarding the parking system, abandoned vehicles, and illegally parked vehicles are properly reviewed and responded to in accordance with applicable policies and procedures. Investigates damage claims and service requests and takes appropriate actions under applicable local, state, and federal law to limit City liability and expense.

7. Directs inquiries or complaints related to the Americans with Disabilities Act (ADA) to appropriate City staff to ensure the City's compliance with laws and regulations related to accessibility.

8. Utilizes computerized systems such as maintenance management, warehouse inventory, geographic information, utility billing, citation processing, and meter programing to schedule, assign, track and record work requests and monitor program accomplishments. Maintains records on assets and services and accesses maps and drawings of parking infrastructure.

9. Reviews status of parking systems and recommends capital replacements and improvements. Determines and coordinates inventory needs for equipment and materials. Approves expenditures for equipment and materials, monitors budget for assigned area. Makes recommendations and assists Superintendent in development of preliminary budget for assigned area. Estimates job costs for billable and non-billable work orders.

10. Inspects the Parking-related work of private contractors such as end-of-construction walk-throughs. Recommends acceptance or rejection of work as necessary. Provides assistance to project engineers or private contractors as needed at pre-construction meetings and during construction activity related to development in parking areas.

ADDITIONAL WORK PERFORMED:

1. May assist Superintendent in the evaluation and preparation of annual operations and maintenance work plans.

2. Performs skilled labor as necessary in emergency situations.

3. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of the methods, materials, and tools used including parking enforcement software, pay stations, and revenue collection equipment for parking system implementation, maintenance, and operation.
- Demonstrated knowledge of preventative and corrective maintenance, new installation activities, and to analyze, troubleshoot, and correct faults in public environment.
- Working knowledge of State and city codes, statutes and ordinances related to parking, vehicle licensing and registration, and abandoned vehicles.
- Working knowledge of conducting inspections and safety procedures.
- Preventative and corrective maintenance and new installation

Skill in:
- Strong management skills including organizing, problem analysis, decision-making, time management, and interpersonal sensitivity.
- Demonstrated ability in administering comprehensive performance standards including safety practices, and policies and procedures.
- Leadership skills including the ability to respond effectively in emergency situations, provide effective coaching, and performance feedback to employees.
- Effectively interact and communicate with diverse groups of people such as co-workers, subordinates, outside agencies, and elected officials.

Ability to:
- Research, understand, and explain information in complex technical manuals, blueprints, legal codes, drawings, and schematics.
- Maintain and assist in the development of accurate computerized maintenance records systems including input on division, department, and or city computer systems.
- Adapt to schedule changes as necessary, and willingness to accept "call-out" status for emergencies.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job, including:
  - Frequently travel between worksites including indoor and outdoor locations;
  - Frequently moving on areas of uneven terrain;
  - Frequently stationary, mobile, climbing, bending, twisting, stooping;
  - Occasional lifting up to 50 lbs.;
  - Operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Hear and see sufficiently to respond quickly in a noisy fast-paced environment while meeting mandated safety standards.

WORKING ENVIRONMENT:

Work is performed primarily indoors in an office setting. Occasional exposure to outdoor weather conditions. Hazards are infrequent, but may include: dust, moving mechanical equipment parts, inadequate lighting, loud noises, adverse weather conditions, and exposure to traffic. Safety precautions are taken into consideration for these hazards, as well as for a variety of daily physical demands including climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, pushing, pulling, lifting, and grasping. Possibility of exposure to hostile and offensive language from interactions with the public. Occasional operation of a variety of vehicles and

equipment in the course of performing duties. Travel for professional meetings and to worksite locations is required. This position has moderate physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years post-secondary education in communications, public management, business administration, or related field.
- Four years of experience in parking system operations. Experience including meter maintenance, meter programing, citation issuance, abandon vehicle processing, or scoff law administration preferred.
- Two years of experience as supervisor and/or lead worker, or equivalent related experience.
- Four years of additional relevant experience may substitute for the education requirement.
- Experience in a municipal public works department or business administration field preferred.
- Additional training and experience in supervision is desirable.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.
- Must secure and maintain a valid first aid/CPR card within 6 months of hire.
- Completion of the American Public Works Association (APWA) Public Works Institute (PWI) Template required within 3 years of hire.
- Valid Washington State driver's license and good driving record is required. Candidates must submit three-year driving abstract prior to hire.
- Must be capable of responding to emergency call-out within one (1) hour's time.

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