

CLASS SPECIFICATION
Parking Enforcement Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, supervises a large unit of employees within the Parking Enforcement Division engaged in the enforcement of parking, abandoned vehicle, pedestrian access, traffic flow obstruction, and alternative transportation lane codes and regulations; assists in the development and manages the implementation of parking enforcement programs and services; plans and monitors performance against program goals and objectives and ensures program results; leads and participates in efforts to build program support and coordination with internal and external program or project stakeholders, acts in the absence of the division head; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Parking Enforcement Supervisor supervises a large group of parking violation and code enforcement personnel, assists in the development and manages the implementation of parking enforcement programs and services; and acts in the absence of the division head as the assistant division head.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve group or division mission, goals and performance measures; participates in developing and monitoring performance against the biennial group or division budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities; plans for type of coverage and number of personnel, equipment and tools to accomplish effective enforcement.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions, subject to director and City management concurrence.
3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Investigates and resolves complaints from the public about enforcement levels or individual citations, interpreting Vehicle and Traffic Code (Title 16) regulations and explaining enforcement procedures; recommends updates to Title 16 to reflect changes in city parking policy and language clarifications to address deficiencies.
5. Responds to field emergencies, ensuring that appropriate emergency service notifications are made; conducts incident assessment and documentation, including photographs. Oversees the maintenance and basic repair of technical equipment used in the division, including handheld citation writing computers and computer applications; liaisons with vendors on complex repairs or enhancements; manages upgrades to equipment and programs, including investigating, evaluating, and purchasing new technology.
6. Performs studies or conducts projects or pilot programs to assess current or prospective enforcement methods, equipment acquisition, modification or replacement, or code, procedure or policy changes.
7. Works with community partners, other agencies, citizen groups and other stakeholders to develop partnerships and build support for new programs and enforcement strategies.
8. Develops and conducts training programs and sessions for new employees and current staff on code, enforcement, public relations, driver safety and other related topics.
9. Acts as assistant division head, functioning as division head in that person's absence; assists in the division's budget preparation and provides various statistical reports at the manager's request; assists in preparing information and ordinances for the City Council; represents parking enforcement at school meetings, police NERT meetings, before the code hearings officer; interacts with the court, towing coordinator and tow company on routine matters.

OTHER DUTIES

1. May represent the division or bureau regarding parking-related issues on standing or ad hoc committees or teams within the City or at other governmental levels, as a liaison with community organizations, or in court.
2. May serve as lead supervisor for one or more division organizational function, such as oversight and coordination of office support staff activities or the Abandoned Auto Program.
3. May serve as technical advisor or subject-matter expert regarding a division operational element, such as information technology applications and hard/software management and modernization.
4. May serve as fleet coordinator for the bureau.
5. May serve in an enforcement capacity when required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Parking and traffic control principles, practices, current trends, regulations, standards and laws.
2. Administration, planning, organization principles, and program planning techniques.

3. Budget, personnel, cost control, and administrative practices and policies.
4. Information technology and computer capabilities applicable to functional responsibilities.
5. Principles and practices of effective management and supervision.
6. Principles and practices of public outreach and involvement.
7. City human resources policies and labor contract provisions.

Ability to:

1. Plan, assign, supervise, and coordinate the work of enforcement and inspection staff working in shifts.
2. Understand, interpret, explain and apply federal, state, and city laws, codes and other relevant controlling legal authorities.
3. Communicate effectively orally and in writing, and interact effectively, engage in problem solving and team building, and relate positively to individual citizens, community groups and staff of other agencies in various situations, including those which may be stressful.
4. Establish and maintain effective working relationships with a diverse workforce and community.
5. Coordinate program activities with multiple stakeholder and facilitate the development of partnerships.
6. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
7. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program stakeholders.
8. Conduct research, analyze and prepare studies of scheduling and other organizational issues, code and regulatory changes, public attitudes and concerns relating to parking enforcement.
9. Develop training programs and conduct training sessions

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is at least three years of progressively responsible parking enforcement experience, or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0968 PROGRAM MANAGER I. Adopted: 07-01-92

Revised: 12-03-02: Updated wording to more completely describe the duties of the class.

05-05-05: Class title changed from Parking Enforcement Supervisor II to Parking Enforcement Supervisor due to abolishment of Parking Enforcement Supervisor I classification.

08-18-05: Eliminated wording referencing Parking Enforcement Supervisor I.

June 2009 - Change Job Class number from 7571 to 30000637, due to system change.

Revised: 8-13-13 Updated wording to more completely describe the duties of the class.