

**CLASS SPECIFICATION**  
**Parking Control Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general supervision, develops and manages the implementation of parking permit programs and services; supervises professional and technical staff engaged in the installation, removal and public notification of parking control devices; 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; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Parking Control Supervisor supervises and manages a section that includes professional and technical employees engaged in developing and implementing of parking control and permitting policies, plans and activities.

**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. Develops recommends and implements plans, processes, policies, systems and procedures applicable to unit responsibilities and goals, and consistent with the City's quality and citizen service expectation; evaluates program policies and practices, and recommends changes to improve program outcomes; plans, supervises, integrates and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve bureau and group mission, goals and performance measures; develops and recommends budget and resource levels to meet section/group goals.
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 parking control matters.

5. Performs studies or conducts research to assess current or prospective parking control issues for possible code, procedure or policy changes, compiling reports of findings and recommendations; works with Council staff and business stakeholders to develop and propose parking control policy changes.
6. Coordinates with other city staff to integrate services into ongoing building, land use and construction projects.
7. Represents the division regarding parking control or permit issues to business or neighborhood associations and other citizen groups; facilitate identification of and solutions of neighborhood parking problems; coordinates and conducts public meetings; develop neighborhood outreach plans.
8. Develops and manages parking program services that require cost of service reimbursement; works with development community, businesses, and residential groups.
9. Serves on City committees and represent the bureau on parking control issues in meetings with outside agencies, including the Taxicab Regulatory Board.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Parking, right of way, and traffic control principles, practices, 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. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Principles and practices of public outreach and involvement, including marketing principles and practices.
7. Principles and practices of sound business communication.
8. Principles, practices and techniques of group process facilitation and conflict resolution.
9. Principles and practices of effective management and supervision.
10. City human resources policies and labor contract provisions.

### **Ability to:**

1. Plan, assign, supervise and coordinate the work of professional and technical staff engaged in office and field activities relating to parking permitting, control device installation and removal.
2. Apply federal, state and city laws, codes and other relevant controlling legal authorities.
3. Establish and maintain effective working relationships with a diverse workforce and community.

4. Conduct research, analyze and prepare studies of code and regulatory changes, public attitudes and concerns relating to parking control issues.
5. Coordinate program activities with multiple stakeholders and facilitate development of partnerships.
6. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.
7. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to program/project responsibilities.
8. Understand, interpret and respond to internal and external customer needs and expectations.
9. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
10. Ensure the maintenance of all required files, records and documentation.
11. Exercise independent judgment and initiative within established guidelines.
12. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is at least two years of progressively responsible parking control or 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 may be required for some assignments.

**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.

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**Class History:**

Adopted: 07-01-02 Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

Revised: 01-28-04 Title changed and content of specification changed to reflect level of program management responsibilities.

June 2009 - Change Job Class number from 7574 to 30000638, due to system change.