

City of Fort Worth, Texas Job Description

Classification Title	Parking Operations Manager		
Job Code:	PR1971	Job Family:	Professional
Pay Grade	612	Date Reviewed:	07/14/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Plans, directs, organizes, manages and maintains operational functions related to the City's Municipal Parking System, consisting of on and off street parking, parking garages and collections; and provides complex management and administrative leadership to the Transportation and Public Works senior management on issues related to parking in the City.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Oversees the daily operations of the City's parking system. Performs financial and operational feasibility studies for existing and prospective City parking garages; reviews major functions and activities within the Parking Division; and makes appropriate changes to improve efficiency.
3. Coordinates the operations of the division with other City departments and operations such as Police, Municipal Courts and Public Events.
4. Develops and directs the formulation of parking policies for on street parking and off street parking enforcement. Implements short and long range plans for the development of potential parking policies and programs.
5. Negotiates parking contracts and lease agreements. Ensures that all tenants and other parties comply with their contractual agreements and obligations.
6. Makes presentations to businesses and citizen groups.
7. Coordinates with incoming conventions and other major events to determine parking requirements and ensure parking needs are satisfied.
8. Develops and administers the division's annual operating revenue and expense budgets.
9. Performs financial feasibility studies; and confers with management to recommend changes in parking rates.

10. Responds to and addresses all customer complaints relating to parking issues.
11. Monitors safety programs to assure effectiveness and compliance.
12. Oversees the collection of parking revenue; and monitors the daily issuance of parking citations for parking violations.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles and practices of supervision, training and personnel management.
 - Methods, theories, and procedures used in transportation planning.
 - Parking enforcement laws, procedures and practices.
 - Parking garage operations, maintenance, and administration.
 - Basic lease and contracts administration and negotiation.
 - Public relations techniques and procedures.
 - Providing good customer service.
 - Principles of supervision, training and performance evaluation.
 - Principles and practices of municipal accounting and budgeting and business planning.
 - Methods and techniques used to conduct a variety of analytical studies.
 - Methods of research, program analysis, and report preparation.
 - Management business practices, principles, functions and processes.
 - Organization objectives, procedures, policies and regulations.
- **Skill in:**
 - Organization and time management.
 - Computers and applicable software.
 - Conflict resolution.
 - Negotiation.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Develop plans, objectives, operating procedures.
 - Analyze problems, formulate solutions, and evaluate the effects.
 - Present clear and concise written and oral reports and presentations.
 - Deal effectively with citizen complaints.
 - Evaluate and analyze operational systems.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's Degree from an accredited college or university with course work in Business Management, Public Administration, Business Administration, Human Resources or related field and three years of increasingly responsible experience in administrative, fiscal, personnel, and management experience, including two years in a supervisory capacity.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.