

**City of San Rafael
Job Class Specification**

Job Title: Parking Services Manager

SUMMARY

Performs a variety of administrative and management functions related to City parking issues with primary focus on San Rafael's central business area. Manages parking structures, parking enforcement, revenue collection, facility maintenance, equipment acquisition and repair.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned.

- Provides overall administrative direction to the City's parking programs, including enforcement, collection, parking permits, customer issues, billing, maintenance and field operation services.
- Initiates, develops, and implements Parking division goals, objectives, policies, procedures and priorities to ensure a coordinated parking system.
- Participates in the analysis of current parking operations and program coordination, and makes recommendations for change that support the parking operation strategic direction and plans.
- Prepares and maintains the budget for the City's parking programs.
- Maintains financial models for parking operations including preparation of alternative to meet future capital and operation needs. Recommends fees and rates.
- Coordinates efforts with Public Works staff regarding street parking issues.
- Recommends and administers revenue control equipment and operation policies and procedures relating to on/off street parking operations.
- Prepares recommendations on City codes, ordinances, resolutions and their amendments relating to on/off street parking.
- Serves as liaison for the City in intergovernmental relations, community groups and City staff committees on issues related to parking programs. Responds to and resolves resident and business inquires and complaints regarding parking issues and problems.
- Represents Parking programs before the City Council, community groups and professional organizations. Makes presentations.
- Interprets policy and procedures.
- Supervises the work of subordinate staff.
- Directs field surveys and the preparation of reports.
- Manages the City's parking structures including revenue collection.
- Performs related duties as required.

KNOWLEDGE OF:

- Techniques, principles and procedures of Parking Program administration
- Analysis of Parking supply and demand
- California Vehicle Code
- Parking Revenue generation and analysis
- Budgeting and contract administration
- Principles of supervision
- Budget preparation and control
- Statistical, research and survey methods
- Policies and objectives of assigned programs

ABILITY TO:

- Maintain and improve customer service.
- Establish and maintain effective working relationships with others.
- Communicate effectively, orally and in writing.
- Analyze, interpret and explain parking regulations & codes.
- Establish and maintain effective relationships with downtown business community.
- Prepare clear concise reports.
- Plan, organize and administer programs.
- Train, supervise and evaluate staff performance.
- Prioritize and schedule work.
- Explain and enforce policies and regulations.
- Operate a personal computer and related software.

EDUCATION AND/OR EXPERIENCE:

Any combination of education and experience that demonstrates possession of the requisite knowledge, skill and abilities. A typical way to obtain these would be:

BA and four years of experience in public administration. Parking programs experience preferred.

Valid drivers license

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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

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.

While performing the duties of this job, the employee is regularly exposed to video display and regularly works in inside environmental conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to outdoors weather conditions and occasionally works in evenings or weekends and occasionally works with use of personal vehicle. The noise level in the work environment is usually moderate.