

**City of San Rafael**  
**Job Class Specification**  
**Salary Range: \$5,283.000 to \$6,421.00**

## **Job Title: Parking Operations Supervisor**

### **CLASS DESCRIPTION**

Under general supervision, participates and assists in the administration of the day-to-day operations of the Parking Services Division field operations program, to include but not limited to: Maintenance of parking facilities; customer services in parking facilities; operation and maintenance of parking meters; field and facility equipment acquisition, operation and maintenance; Parking Services Division safety programs; special event planning; and supervision of employees assigned to the Parking Services Operations Work Group.

### **DISTINGUISHING CHARACTERISTICS**

This is a single incumbent class. This is a first level-working supervisor within the Parking Operations Division. Employees within this class are distinguished from other Parking Operations staff by the addition of a full range of supervisory duties including planning and assigning work, quality assurance, and performance appraisal of Parking Operations staff members.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Plans, schedules, assigns, reviews, and monitors workflow of staff, with the approval of the Parking Services Manager.
- Participates in hiring processes.
- Ensures that parking facilities are regularly cleaned and refuse removed.
- Coordinates maintenance performed in parking facilities.
- Monitors signs posted in parking facilities and in relation to parking meters to ensure signs are accurate and well maintained. Posts and replaces signs as needed to inform customers, enforce payment of fees, and ensure safe and appropriate use of parking facilities.
- Monitors parking facilities to verify that lots and structures are well-lit, patrolled as necessary, and reasonable measures are in place to ensure safe use.
- Conducts training, performance appraisal and counseling of employees, documents deficiencies and recommends discipline or rewards.
- Establishes work schedules.
- Ensures that parking operational functions are conducted efficiently and safely.
- Receives customer requests, in person or by telephone, and provides information, responds and resolves customer concerns and complaints one-on-one and in groups.
- Researches, compiles, analyzes, and interprets data on status of machines, revenues, and service levels and submits reports to the Parking Services Manager.
- Organizes and maintains various files and records.

- Monitors and orders supplies to support field operations.
- Develop, provide, and assist with planning for special events.
- Performs and oversees the inspection, maintenance and repair of all parking facilities and parking/revenue control equipment.
- Recommends purchase or replacement of equipment used in provision of customer services, facility operation and maintenance, and equipment operation and maintenance.
- Schedules and oversees the collection of parking revenues.
- Ensures that change funds used in sale of parking services are handled and tracked in accordance with written procedures.
- Performs on-site audits of revenue equipment change balances.
- Perform duties as assigned.

#### **KNOWLEDGE OF:**

- Effective supervisory practices.
- Effective communication techniques.
- Microsoft Windows basic operation and standard office computer applications (Windows, Word, Excel, Outlook, etc.)
- Basic mechanical and electronic components of equipment.
- Hand, power tools, cleaning equipment and solutions.
- Oral and written communications.
- State, and municipal parking regulations.
- Operation of PC and handheld computers and related software
- Statistical report writing, analyzing and interpretation.
- Parking meters, multi-space equipment, parking access and revenue control systems, coin/currency counters and sorters, and other mechanical timing devices.
- Cash handling and record keeping policies and practices.

#### **ABILITY TO:**

- Plan, organize, and supervise the work of others.
- Operate computers and related software.
- Prepare and maintain records and files.
- Compile data and prepare reports and performance evaluations.
- Establish and maintain effective working relationships with others.
- Operate a variety of modern office, communication, and parking equipment.
- Work well with people.
- Periodically work night, weekend and varied weekly work shifts.

#### **LANGUAGE SKILLS**

Ability to read, comprehend, and prepare instructions, short correspondence, and memos. Ability to write correspondence and reports. Ability to effectively present information in one-on-one and group situations.

#### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, areas and ratios. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed written or oral instructions. Deal with diagnosis, repair, adjustment problems involving several types of equipment, to include unknown cause and effect and changing variables and dynamic situations.

**EDUCATION AND/OR EXPERIENCE**

4 years of lead, supervisory, and/or management experience providing retail, custodial, and/or maintenance services. An Associate of Arts degree or equivalent college-level coursework; four-year degree from an accredited college preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California driver's 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 stand; walk; sit; push, pull, lift, and/or move equipment; use hands to finger, handle or feel reach with hands and arms; and talk and hear. The employee must occasionally lift and/or move up to 100 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 outdoors weather conditions and regularly works in evenings or weekends. The employee occasionally works in inside environmental conditions. The noise level in the work environment is usually loud.

**Hazards:**

Hazards are moderate, fairly predictable and protected against.

*Updated January 2007*