

City of San José
CLASS SPECIFICATION

Title: Parking Manager I/II (1691/1694)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Transportation	Division Manager	Exempt

CLASS SUMMARY

Manages, directs, plans and organizes all functions and responsibilities associated with the City's on-street and off-street parking programs. Parking programs include the parking garages, surface lot operations, capital projects, metered parking revenue collection and maintenance, parking enforcement, vehicle abatement, citation collection and adjudication, special event and tow permit coordination, and traffic and parking management planning related to event venues of varying sizes. Incumbents are responsible for providing well-maintained and operated on-street and off-street parking facilities, implementing effective policies and regulations, supporting the economic vibrancy of the Downtown and neighborhood business districts, and promoting traffic safety and neighborhood quality of life goals of the department and City. Incumbents in these positions may be required to rotate between the on-street and off-street sections based on operational needs. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a two-level flexibly staffed class responsible for the management and overall administration of citywide transportation, parking programs and activities within the On-Street and Off-Street Parking, and Downtown Operations sections. This class differs from the Parking and Ground Transportation Administrator, in that the latter class has narrower class responsibilities for management of day-to-day parking operations through the administration of agreements and contracts.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Parking Manager I

Bachelor's Degree from an accredited college or university in Public Administration, Business Administration, Engineering or closely related field AND six (6) years of increasingly responsible professional analytical staff experience, including at least two (2) years of professional experience working in a public parking or municipal traffic/transportation program.

Parking Manager II

Bachelor's Degree from an accredited college or university in Public Administration, Business Administration, Engineering or closely related field AND certification as an Administrator of Public Parking (CAPP) by the International Parking Institute or an Advanced Degree, in Public Administration, Business Administration, or Transportation, AND six (6) years of experience in the parking and/or transportation field, including two (2) years at the level of Parking Manager I.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid California Driver's License.

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Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices including management of transportation and parking programs, technical research and data analysis, Citywide and departmental procedures/policies and federal and state rules and regulations.

Decision Making – Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.

Analytical Thinking - Approaching a problem or situation by using a logical, systematic, sequential approach.

Collaboration - Develops networks and builds alliances; engages in cross-functional activities.

Communication Skills – Communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current, well-organized, legible, concise, neat, and in proper grammatical form responds to statements and comments of others in a way that reflects understanding of the content and the accompanying emotion; asks clarifying questions to assure understanding of what the speaker intended, and ensures consistent communication takes place within area of responsibility.

Fiscal Management - Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.

Management - Evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.

Desirable Qualifications

(Knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

- Public parking systems and operations.
- Laws, regulations and ordinances involved in the operation of parking facilities and contracts.
- Principles and practices of on-street parking, off-street parking, enforcement, vehicle abatement and special event operations.
- Political decision-making process.
- Financial practices and analysis and revenue accounting and budgeting.
- Contract negotiation and administration and procurement of professional services and equipment.
- Advanced practices and trends in the transportation and parking industry.
- Citywide and departmental procedures/policies.

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Ability to:

- Effectively and tactfully interact with other professionals, elected officials, businesses and the general public.
- Conduct parking needs analysis and design transportation and parking management plans.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Manage, direct, plan, develop and administer citywide parking operations for the on-street and off-street parking programs. Daily operations may include programming, strategizing and setting program goals, objectives and priorities.	Continuous
2.	Coordinate and prepare new (or update existing) parking ordinances, resolutions and City Council memorandums related to City parking programs.	Occasional
3.	Coordinate and perform negotiation, development, administration, monitoring and evaluation of complex parking management contracts, including facility operations, revenue control equipment, parking citation issuance, processing and adjudication and vehicle towing.	Continuous
4.	Plan, coordinate and perform parking, engineering and financial studies. Direct the collection of field data, analyze data, prepare reports and evaluate new products and technologies through the City's procurement process.	Frequent
5.	Coordinate division activities with other City departments, the Downtown Parking Board and outside agencies and maintain cooperative working relationships.	Frequent
6.	Respond to difficult business, school and resident inquires and concerns; represent the City at a variety of meetings; and serve as a liaison with citizen groups, elected and appointed officials, public agencies, committees, consultants, private enterprises and the general public on the City's behalf.	Frequent
7.	Supervise and perform work related to the preparation and implementation of the division's program and capital improvement budget.	Occasional
8.	Conduct personnel management and training. Evaluate and provide professional and technical guidance to staff engaged in the management, technical, clerical and maintenance activities related to parking operations, maintenance, special event TPMP plans and enforcement within the City's parking program.	Continuous
9.	Oversee the development of marketing plans designed to attract new customers and design financial plans and strategies for the City's parking program which maximizes parking facility utilization.	Occasional
10.	Manage audits of parking facility operations, analyze revenue and occupancy data, prepare revenue reports and recommend rate structure changes.	Occasional
11.	Make recommendations concerning parking policies, procedures and regulations.	As Required
12.	Perform other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

CLASSIFICATION HISTORY Created 12/86, Rev. 4/88, Ret. 2/90 (Formerly Parking Manager), Rev. 9/90, Rev. & Ret. 7/93 (Formerly Parking Administrator), Rev. 12/15 (Parking Manager II added); s001