



Range: SM-1
FLSA: Exempt
Date: May 28, 2024

Parking Manager

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under limited supervision is responsible for overseeing the planning, operation and maintenance of public parking and all city parking facilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Public Works Director. May exercise direct supervision over operational support staff, including the bicycle coordinators.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties depending on which main function of the department you may be assigned, may include, but are not limited to, the following:

Essential Functions:

1. Assist with annual department goal setting and planning sessions with staff members in accordance with city mission, vision, values and strategic goals.
2. Provide input regarding planning and construction activity relating to parking and parking facilities within the city.
3. Manage daily accounting responsibilities by monitoring, creating and reconciling parking revenue, and maintaining records and files.
4. Analyze data and performance measures to extract causes, effects, trends and projections. Report results to provide actionable insights and solutions to support current needs.
5. Oversee the operation, maintenance, and capital improvements related to the Sedona Trails & Pathways System (ST&PS).
6. Understand the business demands and anticipate data needs. Propose analysis and reports to meet the future needs.
7. Serve as a department resource for data investigation on key performance indicators.
8. Create clear and meaningful visualizations, such as charts and graphs, to communicate findings to non-technical stakeholders.
9. Evaluate performance and make adjustments as needed.
10. Conduct regularly scheduled meetings with coworkers, contractors and various stakeholders to communicate work plans, issues, and other appropriate information.
11. Communicate clear performance expectations and standards. Facilitate effective and collaborative working relationships.

12. Establish and maintain professional relationships with various city departments, service providers, contractors, professionals in related fields and similar markets throughout the country.
13. Communicate complex parking data in various formats to include revenue forecasts, parking demands, parking trends, revenue generating, forward thinking, and planning as it relates to parking trends.
14. Serve as the primary liaison between the city and third-party vendors and contractors.
15. Ensure proper parking, security, revenue control and customer service procedures are being followed.
16. Lead phone calls/meetings with city staff and contractors to report on finances, operations, and on-going projects/strategies.
17. Coordinates parking modifications, including community special events as needed.
18. Review and prepare invoices, refunds, and audits.
19. Monitor and assist with construction projects, staging and planning as it relates to areas of oversight.
20. Represent city at public meetings as assigned.
21. Oversee resolution of verbal or written customer complaints.
22. Prepare written documentation for distribution or oral presentations to City Manager and as necessary the City Council regarding customer service concerns, budgetary oversight, projections, construction, and maintenance.
23. Coordinate parking facilities and equipment to ensure safe and proper working conditions and to determine the necessity of repairs or maintenance. Initiates corrective actions as needed.
24. Coordinates and manages routine maintenance projects as well as special projects related to facility improvements.
25. Coordinate facility openings/closings to accommodate work being done while ensuring desired service levels.
26. Monitor and review all damage claims to assign responsibility for damages. Recommend and implement plans or programs to improve safety of operations to prevent the occurrence or reoccurrence of similar claims.
27. Recommend purchase of equipment, supplies, consultants, or vendors and order replacement parts, software, and hardware.
28. Perform other special projects such as planning and arranging for special event needs, various analysis involving specific issues, reports, presentations, and other similar undertakings.

QUALIFICATIONS

Knowledge of:

- Office procedures, methods and computer equipment.
- Business English, spelling, and arithmetic.
- Principles and methods of recordkeeping and report writing.
- Pertinent federal, state and local laws, codes, and regulations.
- Operational characteristics, services and activities parking facilities and services.
- Parking management, pay-to-park, and permit parking programs.
- Online parking management platforms.
- Certified Administrator of Public Parking (CAPP), Project Management Professional (PMP), or significant experience in project management.

Ability to:

- Establish and maintain effective working relationships with internal and external customers.
- Work as a part of an organized team in solving work related issues.

- Develop and administer program goals, objectives, and procedures.
- Prepare clear and concise administrative and financial reports.
- Interpret and apply federal, state and local policies, laws and regulations.
- Oversee and direct the operations, services, and activities of the parking facilities.
- Analyze data and financial performance and provide actionable recommendations based on analysis.
- Manage a budget effectively and responsibly.
- Use PowerPoint, Microsoft Word, Excel and Outlook.
- Handle customer complaints in a professional manner to proper resolution.
- Excellent verbal and written communication skills; able to articulate information in a concise and timely manner.
- Work collaboratively with a variety of audiences and stakeholders.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible management experience in parking/traffic management or a related field, preferably in municipal government.

Training:

A bachelor's degree or higher is desirable in Public Administration, Engineering, Planning, Analytics, Transportation, Business Administration, or a related field; however, applicable experience may be considered in lieu of education.

License or Certificate:

Possession of, or ability to obtain, a valid Arizona driver's license within two months of hire. Certified Administrator of Public Parking (CAPP), Project Management Professional (PMP), or experience in project management preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment utilizing computers as well as regularly includes working in outdoor weather conditions, including exposure to road and vehicle hazards, and engaging in difficult public interactions. This position is occasionally exposed to fumes or airborne particles, and wet or humid conditions. The noise level in the work environment varies from moderate to loud.

Physical Conditions:

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and reach with hands and arms; frequently required to use hands to finger/handle/feel, talk or hear; and occasionally required to, climb or balance, stoop, kneel, crouch or crawl.

The position is regularly required to lift up to 10 lbs., and occasionally required to lift up to 50 lbs.

