

**ASSISTANT DIRECTOR OF ADMINISTRATION**  
**(Albany Parking Authority)**

**DISTINGUISHING FEATURES OF THE CLASS:** This position performs high level accounting, working with multiple categories of financial transactions, as well as providing customer service assistance. This position is primarily responsible for maintain customer accounts and inventory records. The duties of this position include interaction with customers, staff and independent contractors to facilitate the coordination of equipment repairs, customer requests and complaints. Work is performed under the general supervision of the Director of Administration. Supervision is not typical of this class.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Manages accounts payable and accounts receivable processing;
- Drafts customer service paperwork including preparing new customer contracts;
- Updates customer information and takes meter reports when there are disputes;
- Runs financial reports on all systems used by authority;
- Records all customer refunds, when requested and at the approval of the Director of Administration;
- Answers customer calls directly related to billing inquiries and calls customers to collect payment on past due invoices;
- Works with facilities management and maintenance to note invoices of work completed when bills are received;
- Updates client email list serv to remove customers who have cancelled their contract and add new customers when mass communications are sent customers;
- Creates and maintains customer accounts and inventory lists;
- Prepares purchase requests, vouchers for payment, etc.;
- Issues receipts for monies received;
- Compiles data for and assists with the preparation of monthly financial reports;
- Sets up corporate customer accounts;
- Prepares and send monthly corporate invoices;
- Updates Department of Motor Vehicle (DMV) search log;
- Updates the garage average rate schedule and notifying customers of rate increases;
- Maintains garage occupancy report (customer list) and reconciles garage occupancy;
- Runs monthly Central Lot permit reconciliation report;
- Creates and maintains vendor invoicing and collections;
- Prepares annual reserved permits;
- Prepares annual lot permit order;
- Participates in the preparation of annual reports;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of basic accounting principles and practices;
- Good knowledge of computerized accounts payable accounting systems;
- Good interpersonal skills and customer relations abilities;
- Good knowledge of office terminology, procedures and equipment;
- Working knowledge of modern methods used in maintaining financial accounts and records;
- Ability to perform mathematical computations quickly and accurately;
- Ability to follow written and verbal instructions;
- Good knowledge of computer software applications;
- Ability to communicate effectively both orally and in writing;
- Ability to formulate logical decisions;
- Ability to meet stringent deadlines;
- Skill in mathematical computations;
- Interpersonal skill in relation to internal and external contacts;
- Ability to maintain accurate accounts and records;
- Ability to understand oral and written directions;
- Good judgment;
- Courtesy;
- Tact;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree (or higher) in Accounting, Public Administration, Business Administration or a related field AND one (1) year experience in public or business administration, accounting or a related field; **OR**
- B. Graduation from a regionally accredited or New York State registered four year college or university with an Associate's Degree Accounting, Public Administration, Business Administration or a related field AND three (3) years experience in public or business administration, payroll management and/or human resources; **OR**
- C. Any equivalent combination of training and experience as indicated within the limits of (A) and (B) above.