

## **DIRECTOR OF PARKING VIOLATIONS BUREAU**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is a higher level administrative position responsible for the maintenance of parking violation files and outstanding ticket records. The incumbent is responsible for making decisions, based upon his/her knowledge of applicable functions, rules and regulations of parking violations, in order to take independent action. Although under the jurisdiction of the City Treasurer, leeway is allowed for the exercise of independent judgment in carrying out the details of the work. The incumbent coordinates with various departments and agencies to arrange for the transfer of data and the collections of fines and penalties. The incumbent prepares and maintains documentation in order to represent the City in court against violators. Direct supervision over subordinate employees is a function of the work.

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

- Establishes policies and procedures for revenues generated from parking violations;
- Responds to high priority telephone calls from public service officers requesting updated information and determines if traffic aides are required to boot or tow a vehicle;
- Informally hears complaints from motorists and may reduce or dismiss tickets based upon individual circumstances;
- Supervises, plans, assigns and reviews the work of clerical staff engaged in record keeping, posting accounts, maintenance of accounts, etc;
- Oversees the day-to-day operations of the bureau: maintains computerized parking ticket software applications by verifying the ticket maintenance files for accuracy;
- Reviews and corrects the automated systems for inconsistencies;
- Compiles statistical information regarding tickets issued and collection amounts;
- Represents the City and the Treasurer in court, and budget hearings as set forth by the Common Council;
- Forecasts future revenues;
- 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 the methods used in receipting and accounting for moderate-to-large sums of money;
- Good knowledge of office practices and procedures;
- Good knowledge of personal computers and office equipment;

- Good knowledge of business English, spelling and arithmetic;
- Ability to interpret and administer office policies, practices, applicable laws and regulations;
- Ability to keep complex records and to prepare periodic reports on such records;
- Ability to plan, schedule and supervise the work of others;
- Ability to establish and maintain effective working relationships with employees and the general public;
- Ability to understand and carry out oral and written directions;
- Good judgment;
- Courtesy and tact;
- Accuracy;
- Initiative;
- Resourcefulness;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- a) Graduation from high school or possession of a high school equivalency diploma and three (3) years of fulltime paid administrative work experience, one (1) of which shall have been in a supervisory capacity; **OR**
- b) Four (4) years of fulltime paid administrative work experience, two (2) of which shall have been in a supervisory capacity; **OR**
- c) Any equivalent combination of training and experience as defined by the limits of (a) and (b) above.

**SPECIAL REQUIREMENT FOR APPOINTMENT:** Eligibility for “bonding” by a commercial bonding or insuring company.