

## **ON-STREET OPERATIONS MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** The On-Street Operations Manager is responsible for a variety of professional duties involving supervising employees issuing parking citations, oversight of the flow of the scofflaw immobilization (“booting”) program and the posting of both temporary and permanent signage throughout the City of Albany. The On-Street Operations Manager is responsible for planning, assigning, and reviewing the work of parking enforcement employees. The On-Street Operations Manager also regularly reviews the comprehensive citywide parking enforcement program. The duties of this position are performed under the general supervision of a higher level manager of the Albany Parking Authority (APA).

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

- Supervises activities of on-street parking staff;
- Prepares memos and written instructions for staff outlining regulations and enforcement policies;
- Reviews enforcement routes to assure optimum usage of staff;
- Investigates and mediates complaints from public regarding performance of on-street parking staff or application of parking enforcement regulations and traffic codes;
- Investigates and responds to complaints and resolves recurring parking enforcement problems;
- Records, tracks, and reports malfunctioning meters to meter repair;
- Maintains records of on-street parking staff’s daily activities to include total citations issued;
- Compiles data and prepares a variety of statistical and narrative activity reports;
- Acts as IT liaison between APA and citation processing vendor;
- Review tickets issued and daily officer reports;
- Performs a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date;
- Coordinates court appearances for staff;
- Assists in preparation and updating of work procedures;
- Assists in employee selection process within Civil Service rules;
- Assist in the coordination of parking arrangements for special events;
- May attend meetings with community groups and other city departments;
- Performs related work as required.

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

- Thorough knowledge of principles and practices of employee supervision;
- Thorough knowledge of methods, materials, tools and equipment used in enforcement of parking regulations;

- Thorough knowledge of safe work methods and safety regulations pertaining to the work including diving habits;
- Ability to assign, supervise, review and evaluate the work of others;
- Ability to train others in work procedures;
- Ability to interpret evaluate work routes, workload and procedures and recommend effective alternatives;
- Ability to interact tactfully and effectively with those encountered in the course of work, including hostile and irate citizens;
- Ability to maintain records and prepare clear and concise instructions, memos, procedures, and reports;
- Ability to use sound independent judgment within established guidelines;
- Ability to read, interpret and apply parking codes and ordinances;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree (or higher) and four (4) years of paid, fulltime (or it's part-time or volunteer equivalent) management or supervisory experience in the area of the parking industry; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and six (6) years of paid, fulltime (or it's part-time or volunteer equivalent) management or supervisory experience in the area of the parking industry; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**SPECIAL NOTE:** A valid NYS Driver's License is required at the time of appointment and for the duration of employment.

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