

PARKING SYSTEMS ADMINISTRATOR

SUMMARY:

Under general direction, performs responsible administrative and professional work managing the operations of all City owned and operated parking facilities, surface lots, On-Street, and Off-Street parking, parking meter collection, enforcement and maintenance. Coordinates parking for special events in the downtown area; establishes initiatives, programs, material, and staffing requirements, budgets, and projections and recommends improvements and operational changes. May perform other duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are not in any hierarchical order)*

1. Operates the City of West Palm Beach parking system such that public parkers perceive adequate resources and availability; have a safe and convenient access to those resources and that the resources are operated in a financially sound manner.
2. Manages the daily management and coordination of all Parking System activities related to parking and related transportation operations, property maintenance, parking meter collection and maintenance, and financial reporting.
3. Conducts parking needs analysis and designs parking management plans to meet both short term and long range parking demands.
4. Develops the Parking System budget and assures compliance with the budget adopted by the City Commission.
5. Manages the Enforcement and Collection staff; prepares annual evaluations for supervisory staff and reviews evaluations for non-supervisory staff. Coordinates and supervises the hiring of new division staff as needed.
6. Assists in the design and development of structured and surface parking facilities.
7. Recommends rate structures and fee schedules for parking facilities on and off street.
8. Prepares and updates Parking Division's Standard Operating Procedures.
9. Researches and reports on public parking programs on Florida municipalities and elsewhere to increase the success of the City's program as well as establishing realistic industry and government benchmarks.
10. Prepares or coordinates the preparation of marketing materials as needed to inform the public about the public parking program.
11. Works with the City's Public Information Officer to properly inform the public of changes to the program through media outlets.
12. Address required adjustments resulting from any changes to the public parking inventory including signage, public information, and permitting and equipment changes.
13. Meets with business groups, private citizens, developers, and other members of the public to plan and resolve issues related to parking.
14. Reviews trends and changes in parking requirements and makes recommendations to improve methods and systems; coordinates the replacement and upgrade of payment technologies and equipment as needed.
15. Assures that the Parking System is in full compliance with the Covenants of publicly held Parking Revenue Bonds.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of current principles and practice of municipal parking administration, government budgeting and personnel management.
- Extensive knowledge of laws, statutes, and regulations governing public parking facilities, parking enforcement, and contract compliance.
- Demonstrated commitment to the value of public service and stewardship.
- Ability to create, analyze and utilize a variety of reports and records.

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- Must have the ability to interpret and analyze parking issues and handle resolution appropriately.
- Must be proficient in the use of computer programs and be familiar with automated accounting and parking management systems.
- Knowledge of parking revenue control equipment, parking meter devices and collection services.
- Knowledge of accounting and finance processes and procedures related to the parking industry.
- Excellent interpersonal relations and customer service skills when interacting with irate costumers or confrontational individuals.
- Excellent communication skills, both orally and in writing.
- Ability to supervise the work of others in a manner conducive to full performance and high morale.
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- Ability to establish and maintain effective working relationships with employees, peers, officials, other agencies, and the public.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: This is generally a managerial office work, usually requiring limited physical exertion. The work requires occasional light physical activity, especially when touring or inspecting facilities for which the incumbent has management responsibility. In this context, some lifting, reaching, stooping, pulling, grasping, balancing, climbing, kneeling, standing, crouching or similar activity may be required. This position is subject to outdoor weather conditions and loud noise. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

MINIMUM QUALIFICATIONS: Bachelor's degree in Business Administration, Public Administration, Engineering, or a related field and a minimum of five (5) years progressively responsible experience in managing a public parking or municipal traffic/transportation program, including administration, supervision, budget, and public relations, or any equivalent combination of training and experience. Certification from the International Parking Institute as a Certified Administrator of Public Parking or ability to obtain within one year of employment. A valid Florida driver's license is required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.