

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Parking Enforcement Supervisor	Job Code: 2080
Date: October 18, 2022	EEO Code: PP
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is supervisory work responsible for directly overseeing City parking enforcement activities and staff.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Parking Program Manager and performs all duties under general supervision. This work differs from that of Parking Enforcement Officer by its responsibility for supervision of lower-level employees.

ESSENTIAL DUTIES: Assist in developing, planning, and implementing administrative policies, projects, goals, and objectives for the City parking enforcement program; track and process administrative projects; organize and manage parking enforcement and office support functions; participate in long-range planning and policy development; provide staff assistance, including conducting specific studies of administrative, organizational, and financial procedures; collect and compile material for review and analysis; provide recommendations to improve efficiency and effectiveness of operations; coordinate information exchanges and necessary clearance and/or approvals; analyze and maintain appropriate records and statistics; prepare related reports; compile materials to prepare reports, manuals, and publications; interpret regulations, policies, and procedures requiring knowledge of technical practices and precedents; conduct parking surveys for parking zone changes; provide information on parking enforcement program policies, procedures, objectives, and operational functions; respond to information requests requiring proper handling and interpretation of technical, financial, and confidential information.

Log, investigate, and resolve citizen complaints; prepare and review parking violation reports and logs; provide daily field guidance to and coordination of Parking Enforcement Officers to meet City parking enforcement program objectives; investigate citizen complaints of abandoned vehicles and other parking regulations received through public safety telecommunications, Provo 311, or other methods; delegate cases for follow-up to Parking Enforcement Officers; prepare and review parking violation reports, logs, and document actions taken; coordinate with the Police Department as needed if further action is required; authorize towing of vehicles for unpaid parking citations.

Supervise assigned employees; assign and review work based on program activities, needs, requirements, and deadlines; evaluate employee performance, handle routine disciplinary problems, and participate in hiring and termination decisions; assist the public, coworkers, and other City employees as needed; perform other related duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and 4 years of experience in parking enforcement or support in a medium to large program, preferably a city **OR** an equivalent combination of job-related education, training, and/or experience [substituting each 1 year of post-secondary education/training for 6 months of experience]. Supervisory experience preferred.

License(s)/Certificate(s): A valid, lawful Driver License is required.

SELECTION FACTORS: Knowledge of: related laws, codes, rules, and regulations governing functions of the position; parking enforcement standards, regulations, guidelines, and requirements typical of a full service municipality; safety policies and procedures established for the work system; government services provided in a typical municipal organization; supervisory and management principles, techniques, and methods; account and credit collection procedures including applicable laws, municipal codes, rules, and regulations; state and federal codes and procedures relating to departmental operation; principles and practices of budget development; analysis and control; principles and practices of basic fiscal, statistical, and administrative data collection and report preparation; problem solving and decision making; parking-related software.

Skill in: developing and implementing written parking enforcement programs and training sessions; conducting audits and field inspections; practicing trust-building behaviors. **Ability to:** analyze reports to develop improved policies and procedures; oversee a comprehensive program; quickly and accurately perform work; communicate effectively both verbally and in writing; evaluate programs and procedures; exercise independent judgment when evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer terminal, basic office machines and equipment, motorized vehicle, basic software and word processing programs, various parking management software programs.

PHYSICAL DEMANDS: Requires sitting at a computer or desk for long periods while maintaining concentrated attention to detail, walking, stooping, or bending.

ENVIRONMENTAL FACTORS: Work is performed both inside a City facility and outside in the field. Outside work includes exposure to sun, vehicular traffic, exhaust, dust, noise, pollution, and inclement weather. May include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational or emotionally charged circumstances.


 Department Director

10/17/22
 Date


 Mayor/Chief Administrative Officer

10/18/22
 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This classification specification supersedes earlier versions.