

<b>PROVO CITY CLASSIFICATION SPECIFICATION</b>	
<b>Title:</b> Parking Program Manager	<b>Job Code:</b> 2090
<b>Date:</b> September 16, 2021	<b>EEO Code:</b> PR
<b>FLSA Designation:</b> Exempt	<b>Civil Service Status:</b> Covered (UC)

**DEFINITION:** This is professional, supervisory work with responsibility to oversee the development, implementation, and maintenance of a comprehensive City-wide parking program.

**CLASSIFICATION STANDARDS:** The single position allocated to this classification reports to the Department Director and performs all duties under general direction. This work is distinguished by its responsibility to manage the City parking program and supervise the Parking Enforcement Supervisor.

**ESSENTIAL DUTIES:** Develop strategic and operational plans, policies, and procedures to meet City parking needs including on and off street parking, City parking lots and structures, and designated City parking spaces in private lots; assess parking occupancy and usage to recommend operational changes and estimate future City-wide parking requirements; prepare operational and financial feasibility studies for current and prospective City parking structures; research, develop, interpret, communicate, and monitor parking-related ordinances, rules, regulations, policies, and procedures; make recommendations to the Department Director regarding City parking issues, policy, and ordinance amendments; work closely and coordinate with Planning; work closely with the Legal and Police Departments to ensure compliance with State Statutes, City Codes, and other rules and regulations; assess the need for and manage the implementation of revenue and access control systems, parking system management software, video security systems, and parking facility maintenance; coordinate parking program activities with other City departments, residents, businesses, public agencies, and private organizations; may assist in the planning, acquisition, and development of parking projects and facilities; may negotiate, review, and administer parking contracts, lease agreements, request-for-proposals, and bid invitations; represent City parking interests in conjunction with the City comprehensive transit program; coordinate parking requirements of incoming events with City and non-City event coordinators; may research and assist with major parking budget issues; conduct basic operational, maintenance, and safety inspections on parking structures, lots, and spaces and contact the appropriate department for follow-up action; monitor parking budget during fiscal year; balance revenue and identify strategies for expense reduction and revenue maximization; prepare and present various statistical and analytical reports; may represent the City in various meetings and on multiple boards or commissions; prepare and present reports as needed to City departments or City Council; as needed, respond to customer inquiries, complaints, or concerns regarding City parking issues; maintain all reports, work records, work specifications, and appropriate documentation relating to City parking.

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:** Bachelor's degree in Public Administration, Planning, Business Administration, or related field and 5 years of experience administering public programs **OR** an equivalent combination of education and experience [substituting each 1 year of post-secondary education/training for 6 months of experience]. Parking management experience preferred.


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

**SELECTION FACTORS:** *Knowledge of:* best practices in municipal parking program management; contract administration; accounting and credit collection procedures; applicable laws, codes, rules, and regulations; parking-related software and online programs; operations, functions, technology, and terminology common to parking services; policies and procedures established for the work system; basic English composition, spelling, and grammar; parking structure and system design; basic planning, economic development, and redevelopment practices related to parking; supervisory and management principles, techniques, and methods; principles and practices of advanced fiscal, statistical, and administrative data collection and report preparation. *Skill in:* preparing clear, concise, and informative reports; analyzing workflow processes and identifying methods to consolidate procedures for a more efficient customer experience; resolving complex issues with due consideration for competing interests; developing partnerships with departments to enhance the customer experience and eliminate redundancies; practicing trust-building behavior. *Ability to:* evaluate programs and procedures; exercise independent judgement while evaluating situations and in making determinations; quickly and accurately perform work; organize assigned work and develop effective work methods; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness toward fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing; formulate and administer policies and procedures to administer a City-wide parking program.

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

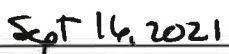
**PHYSICAL DEMANDS:** Requires sitting at a computer or desk for long time periods while maintaining concentrated attention to detail. May walk and inspect parking lots, spaces, or structures.

**ENVIRONMENTAL FACTORS:** Work location is primarily inside with little or no occupational hazards. May inspect parking sites and be exposed to inclement weather and vehicular traffic conditions. 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

  
 \_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Mayor/Chief Administrative Officer

  
 \_\_\_\_\_  
 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.