

# PARKING ENFORCEMENT ASSISTANT MANAGER

## Department of Public Works

*NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.*

**PURPOSE:** Under the direction of the Parking Enforcement Manager, the Parking Enforcement Assistant Manager provides management oversight and leadership for parking enforcement activities, including developing policies and procedures, handling parking inquiries and complaints from citizens and elected officials, processing night parking permissions, and managing vehicle towing dispatch operations. The person in this position coordinates the Parking Information Desk with Parking Enforcement and Tow Lot operations and assists in the supervision of parking enforcement personnel, including Lead Parking Checkers, Parking Enforcement Supervisors, Parking Checkers and Communication Assistants.

### ESSENTIAL FUNCTIONS:

- Supervises and leads parking enforcement staff and develops policies and procedures in the enforcement of parking ordinances. Evaluates job performance of parking enforcement officers on a bi-annual basis and probationary officers on a monthly basis to ensure that acceptable performance levels and department goals are being met.
- Ensures that proper staffing levels are maintained on all shifts consistent with the demands for service demographics. Holds daily roll call to disseminate operational information, new orders, memos, and training materials, as well as to ensure personnel are properly equipped and fit for duty.
- Directs and supervises special events, such as street sweeps, towing events, snow emergencies, town hall meetings, Aldermanic Walks, and community activities. Plans and organizes strategies, such as DPM Special Patrol, aimed at increasing compliance of parking ordinances.
- Ensures that all citizen complaints are properly investigated and documented and that records are properly maintained according to the retention schedule.
- Ensures the enforcement of all departmental rules, regulations, policies, and procedures. Ensures the enforcement of sick leave policies and the initiation of corrective action when abuse is detected.
- Makes recommendations for the annual budget. Ensures accountability and proper maintenance of all property and equipment, including the building, jeeps, vehicles, and AutoCITE parking citation issuance devices.
- Performs other duties as assigned.

### CONDITIONS OF EMPLOYMENT:

- The Parking Enforcement Assistant Manager will be required to work all shifts: evenings, weekends and holidays, and during emergency operations.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

### MINIMUM REQUIREMENTS:

1. Bachelor's Degree in business administration, public administration, or a related field from an accredited college or university.  
**NOTE:** *Transcripts should be attached to the application or sent to Box PEAM, Department of Employee Relations, City of Milwaukee, 200 E Wells St, Room 706, Milwaukee, WI 53202. Student copies are acceptable.*
2. Three years of progressively responsible experience in managing municipal public works field operations.  
*Equivalent combinations of education and experience may be considered.*
3. Valid driver's license at the time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

### DESIRABLE QUALIFICATIONS:

- Experience in parking enforcement, towing, and related activities.

### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of management principles and practices.
- Knowledge of public works field operations.
- Ability to understand and apply City of Milwaukee parking ordinances.
- Supervisory skills, including the ability to assign, direct, and evaluate work, train staff, prepare performance appraisals, recommend and take disciplinary action, and make hiring recommendations.
- Planning, organizational, and coordination skills.
- Analysis and problem-solving skills.
- Oral communication skills.

- Written communication skills.
- Interpersonal skills; ability to interact effectively with diverse staff, public officials, and the public.
- Customer service and complaint resolution skills.
- Ability to work well under pressure.
- Computer skills, including the ability to use word processing, spreadsheet, and database programs, as well as the ability to learn and use human resource management systems.

**THE CURRENT SALARY RANGE (006) IS:** \$50,206 to \$70,295 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **February 11, 2011**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.

**APPLICATIONS** and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414.286.3751.

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