

# PARKING OPERATIONS MANAGER

## Department of Public Works–Operations Division-Parking Section

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

**PURPOSE:** Under the guidance of the Department of Public Works (DPW) Director of Operations, the Parking Operations Manager ensures convenient, safe, clean, and cost-effective parking for Milwaukee’s residents, visitors, and businesses by overseeing administrative and field operations for the DPW–Operations Division-Parking Section, including the administration, management, and oversight of tow lot operations, citywide parking enforcement, and City-owned parking structures. The Parking Operations Manager is responsible for overseeing a \$50 million dollar program and approximately 120 staff members.

### ESSENTIAL FUNCTIONS:

- Administer the City’s extensive parking operations, including on-street parking (6,500+ metered spaces, including multi-space meters), off-street parking facilities (5 City-owned parking structures and 45 parking lots), parking enforcement, the parking information desk, the tow lot, and night parking permits.
- Responsible for directing the maintenance and repair of parking facilities as well as the installation and repair of parking meters.
- Lead and supervise the senior parking management team responsible for parking operations, financial management, organizational performance, and resource allocation, including directing work; interviewing, hiring, and training employees; monitoring performance; and resolving personnel issues.
- Administer and direct the financial management of the Parking Operations Section, including budget preparation, management, and monitoring, ensuring that transactions comply with ordinances and established procedures.
- Prepare bid documents, contracts, requests for proposal (RFPs), and parking studies for parking-related services, and manage all parking-related contracts, including the citation processing and collection contract.
- Analyze and draft state legislation, city ordinances, and resolutions.
- Ensure that pricing is fair and competitive and that collection systems are streamlined.
- Represent the Parking Operations Section before various committees and citizen groups regarding parking finance and operations issues.
- Research, evaluate, and implement best practices in parking management and leading-edge technology to continually improve services to citizens, visitors, and the business community.
- Coordinate parking enforcement staff to respond to emergency operations such as extreme weather events and other natural disasters, and act as snow and ice control operations administrator-in-charge.
- Ensure that all Parking Operations activities are carried out in a safe, OSHA-compliant manner.

### CONDITIONS OF EMPLOYMENT:

- The person in this position must be willing to work beyond standard business hours frequently.

*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 public administration, business administration, finance, urban planning, or a related field from an accredited college or university.
2. Five years of increasingly responsible experience managing and supervising administrative and field operations in a complex organization.  
*Equivalent combinations of education and experience may be considered.*
3. Valid driver’s license at time of appointment and throughout employment.

**IMPORTANT NOTE:** *College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application; OR, sent to Box POM, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202; OR, e-mailed to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov). Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.*

### DESIRABLE QUALIFICATIONS:

- Public sector management experience.

## ***Parking Operations Manager***

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

- Knowledge of general business practices, process improvement techniques, and public sector management.
- Knowledge of principles of mathematics, accounting, and finance.
- Knowledge of laws, ordinances, and policies related to parking management and towing operations.
- Knowledge of advanced parking equipment and technologies.
- Ability to read and interpret work-related documents such as governmental regulations and periodicals.
- Oral communication and presentation skills.
- Written communication skills, including the ability to draft reports and policies as well as to prepare information for the media and the public.
- Interpersonal skills and the ability to maintain effective relationships with fellow managers and staff, elected officials, business representatives, and the public.
- Leadership and supervisory skills, including the ability to interview, hire, and train employees; plan, assign, and direct work; appraise performance; reward and discipline employees; and resolve staff issues.
- Ability to provide operational oversight and support for senior management in the areas of strategic planning, budgeting, communications, organizational performance, finances, and resource allocation.
- Ability to put systems into place that will ensure a consistently high standard of customer service to the public.
- An understanding of the capabilities of information technology to improve organizational effectiveness.
- Ability to effectively use Microsoft Office, the Internet, and other standard programs.
- Skill in analyzing and solving complex problems as well as sound judgment.
- Ability to conduct research.
- Ability to plan, organize, and accomplish work, manage multiple assignments simultaneously, meet deadlines, and shift priorities as required.
- Ability to remain calm under pressure.
- Honesty, integrity, and the ability to maintain confidentiality.
- Commitment to stay abreast of leading edge technologies and practices in parking management.

### **SALARY:**

The current starting salary (PG 1JX) for City of Milwaukee residents is \$79,646 annually, and the non-resident starting salary is \$78,469. Appointment above the minimum is possible.

**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 **May 22, 2014**. 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. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** *The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact 414.286.3751.*

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