

PARKING OPERATIONS SUPERVISOR

Department of Public Works – Operations-Parking

PURPOSE: Working under the direction of the Parking Financial Manager, the Parking Operations Supervisor monitors and oversees meter revenues generated, daily operation of the meter shop, and 6,500 on- and off-street parking meters; analyzes trends to improve city-wide metered parking operations; administers meter collection and counting contracts; troubleshoots cellular communication issues; and responds to requests of elected officials and the public. Parking meters generate approximately \$5 million per year in revenue for the City. The person in this position is responsible for ensuring the meters are operational at all times and are maintained adequately. The incumbent also oversees the hooding of approximately 25,000 metered spaces per year to accommodate special events and construction.

ESSENTIAL FUNCTIONS:

- Manage and administer the City's Parking Meter Program including management of four contracts for meter maintenance, parts, coin collections, and coin counting.
- Investigate and respond to complaints related to metered parking from Aldermen, City residents, and City employees, including preparing correspondence, reports, work orders, and/or legislation to resolve complaints.
- Service and troubleshoot cellular communications with the assistance of vendors and city staff.
- Forecast trends in cellular technology progression.
- Create work orders and coordinate installations for parking meter and sign shops.
- Administer all phases of meter collection and coin counting contracts, including ensuring compliance with contract provisions, preparing bid specifications, monitoring and approving invoices, and overseeing sole source contracts related to multi-space meters and software.
- Design and lay out on-street angle parking using computer-aided drafting software (CADD), as well as prepare work orders for crews, coordinate temporary no parking sign installation and removal, and monitor the condition of pavement markings to schedule repainting.
- Coordinate and attend meetings with federal, state, and City officials regarding traffic and parking issues related to street construction, freeway work, or traffic movement.
- Conduct parking studies and oversee sign and meter installation and removal, including providing cost estimates.
- Administer the City employee parking program (non-Milwaukee Center parking), including reviewing employee parking applications to determine eligibility and assignment to parking facilities, obtaining parking access cards for City employees, updating the City employee parking database, and investigating complaints from City employees and management contractors regarding employee parking.
- Respond to customer concerns regarding meter functions.
- Communicate with parking enforcement staff regarding meter functions.

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 from an accredited college or university in business administration or other job related field.

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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 POS, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202; **OR**, e-mailed to staffinginfo@milwaukee.gov. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

2. Three years of experience in parking, transportation policy, business management, public administration or cellular/Wi-Fi communications.
Note: Equivalent combinations of education and experience may also be considered.
3. Valid driver's license at time of appointment and throughout employment.
4. Experience using Microsoft Office Suite and proprietary database software.

DESIRABLE QUALIFICATIONS:

- Graduate level coursework in business, management, public policy, transportation, mathematics, or a related field.
- Experience managing contracts and field operations.
- Experience supervising staff, particularly field personnel.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of transportation policy and parking ordinances.
- Knowledge of general business practices.
- Knowledge of cellular communication troubleshooting.
- Knowledge of RF technology.
- Analytical skills, including analyzing operational and revenue data to recognize trends.
- Oral communication skills, including the ability to communicate and work with culturally diverse individuals within and outside the organization.
- Written communication skills, including the ability to create technical reports for presentation to the public, as well as general business correspondence.
- Interpersonal and customer service skills, including ability to maintain effective working relationships with staff, management, elected officials, vendors, representatives of other governmental agencies, and the general public.
- Supervisory skills, including the ability to train, mentor and develop staff.
- Computer skills, including the use of Microsoft Office Suite (Word, Excel, etc.), proprietary database software and Windows-based operating systems.
- Time management skills, including the ability to effectively plan and organize work, manage multiple priorities, and accomplish goals in a timely manner in a fast-paced environment.
- Problem solving and critical thinking skills, including the ability to use and analyze information to evaluate options to find the best solution.
- Ability to read and interpret job-related materials such as applicable state statutes, city ordinances, policies and procedures.
- Ability to use or learn to use computer-aided drafting (CADD), and proprietary meter programs.
- Ability to work well both independently and as a member of a team.
- Ability to work under pressure and adapt quickly to unanticipated changes and multi-task.
- Ability to work beyond normal work hours when necessary.

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- Attention to detail to ensure accuracy in reports and reconciliations.

SALARY (1DX):

- The current starting salary is \$54,322 for City of Milwaukee residents. The non-resident starting salary is \$53,519 annually. 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 **April 25, 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 via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling (414) 286-3751.

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