

TRANSFER/PROMOTIONAL OPPORTUNITY

PARKING OPERATIONS SUPERVISOR

Department of Public Works – Administration

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; and responds to requests of elected officials and the public. Parking meters generate approximately \$4.5 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 25,000 meters per year to accommodate special events and construction.

ESSENTIAL FUNCTIONS:

- * Manage and administer the City's Parking Meter Program.
- * 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.
- * 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, including preparing work orders for crews, coordinating temporary no parking sign installation and removal, and monitoring the condition of pavement markings to schedule repainting.
- * Coordinate 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 installation, 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.
- * Perform other duties as assigned.

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. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee.
2. Three years of experience in parking, transportation policy, business management, or public administration.
3. Bachelor's degree from an accredited college or university in business administration or other job related field.
NOTE: Various combinations of education and experience will be considered. Persons interested in this position who do not currently meet the minimum requirements may apply and be considered for under-filling the position.
NOTE: Please send transcripts or grade reports with the application to Cindy Angelos at the address below.
4. Valid driver's license at time of appointment.
5. Experience using Microsoft Office Suite and ability to learn and effectively use proprietary software.

DESIRABLE QUALIFICATIONS:

- * College 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.
- * Knowledge of general business practices.
- * Analytical, problem-solving, and critical thinking skills
- * Ability to write technical reports and business correspondence.
- * Skill in analyzing operational and revenue data to recognize trends.
- * Ability to read and interpret job-related material.
- * Very good oral communication skills.
- * Very good written communication skills.

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- * Interpersonal and customer service skills: ability to maintain effective working relationships with staff, management, elected officials, vendors, representatives of other governmental agencies, and the general public.
- * Good supervisory skills.
- * Skill in using Microsoft Office Suite (Word, Excel, etc.)
- * Ability to use or learn to use computer-aided drafting (CADD), and proprietary meter programs.
- * Planning, organization, and coordination skills.
- * Time management skills.
- * Ability to work well both independently and as a member of a team.
- * Ability to work under pressure and adapt quickly to unanticipated changes.
- * Attention to detail.

THE CURRENT ANNUAL SALARY RANGE (05) is \$47,109.40 to \$65,956.80 with excellent benefits.