

## PARKING OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for overseeing and managing the operations of a municipal parking office. Responsibilities include maintenance of automated records of permitted spaces, meter receipts, wait lists, etc. The incumbent will have contact with the public; will conduct periodic field visits to observe parking patterns; and have contact with the municipal administrators and boards regarding changes in parking fee structures, lot redesign, etc. The incumbent is responsible for checking daily receipts but has no other further fiscal responsibilities (i.e., does not transfer funds, make investments, prepare bank reconciliation's, etc.). Supervision is exercised over office staff involved with the payment of fines and issuance of permits. The incumbent may oversee the work of Parking Enforcement Officers and/or Parking Meter Repairers in response to complaints or problems.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees the daily operations of a municipal parking office including the issuance of permits and the collection of tickets, the collection of meter revenues, monitoring online application and pay by phone programs, etc.;

Uses automated systems equipment to maintain a database of contracted parking spaces, monthly billing of fees, maintenance of a wait list, meter receipts, correspondence, etc.;

Interacts with the public (in person, on the phone or by mail) to resolve issues related to the issuance of parking tickets, dissemination of information regarding parking regulations and the issuance of parking passes;

Checks daily balances of monies received against the single and multi-spaced parking pay meters, prepares deposit slips and ensures monies are deposited in correct accounts; (The incumbent has no other further fiscal responsibilities, does not transfer funds, make investments, prepare bank reconciliation's, etc.)

Prepares monthly reports for the Village Board on the status of receipts and may make recommendations to the Board to change meter/parking fee structures in a particular location, cut operation costs, implement new programs, etc.;

Makes periodic field visits to parking areas to observe parking patterns and to determine need for re-design of lot, parking fee structure, or change in meter/contracted spaces;

Observes areas of concern in parking lots and contacts appropriate parties to resolve any issues;

Makes sure the parking office and pay machines have the proper amount of supplies stocked;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office procedures, terminology, and practices; good knowledge of the procedures used in collecting cash and keeping basic financial records; ability to supervise the work of others; ability to prepare correspondence; ability to make oral and/or written reports regarding departmental operations; ability to work effectively with the public in resolving parking related issues; ability to make recommendations based on statistical information and observations; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; basic arithmetical aptitude; accuracy; initiative; resourcefulness; integrity; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of general office/clerical experience involving the maintenance of financial records and the operation of automated systems equipment, including or supplemented by two (2) years of experience involving parking operations.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to four (4) years of the general office/clerical experience described above. There is no substitution for the two (2) years of specialized experience involving parking operations.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree granting institution.