



Code: 0334
Family: Facilities
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: General Administrative

CLASS TITLE: MANAGER OF PARKING

CHARACTERISTICS OF THE CLASS

Under direction, manages and administers parking enforcement for the Street Operations Division; and performs related duties as required

ESSENTIAL DUTIES

- Manages supervisory staff engaged in overseeing the Division's parking enforcement program
- Monitors field operations of parking enforcement staff engaged in patrolling street routes to enforce the city's parking ordinances, identifies parking violations and issues citations pertaining to parking and compliance violations
- Ensures adequate staff coverage and effective enforcement of parking regulations in assigned areas, and revises work assignments to ensure efficiency of work operations and the effective enforcement of parking regulations
- Monitors work schedules and makes necessary revisions to ensure efficiency of work operations
- Generates and reviews productivity reports and evaluates performance of subordinate staff and contracted parking enforcement vendors
- Manages responses to complaints and inquiries from aldermanic offices and general public concerning issues that pertain to parking enforcement
- Implements policies and procedures relative to parking enforcement to ensure program operates effectively and efficiently
- Utilizes technology such as GIS, GPS and various software, as well as data analysis to manage field staff to ensure maximum productivity and consistent application of Department policy and procedures, as well as parking regulations
- Conducts research and develops proposals and training plans to improve operations
- Coordinates and participates in the training of parking enforcement staff
- Responds to street operation emergency incidences, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or a related field plus five (5) years of work experience in field operations involving parking, transportation, public utilities or related enforcement work, of which two (2) years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to loud noise, fumes or dust

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Hand-held computer and parking citation printer
- License Plate Recognition (LPR) computer equipment
- Cameras and related photography equipment
- Communication equipment (e.g., two-way radio, dispatch equipment, multi-channel system)

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to carry/wear and operate hand-held computer and printer equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- *supervisory principles, methods, practices and procedures
- applicable computer software packages and applications
- data analysis

Considerable knowledge of:

- applicable City operations
- applicable federal, state, and local laws, regulations, and guidelines
- geographical locations within the City and applicable facilities
- customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something

- *NEGOTIATION - Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- *COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- *SPEAK - Communicate information and ideas in speaking so others will understand
- *COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- *WRITE - Communicate information and ideas in writing so others will understand
- *REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- *MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- *REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- *LEADERSHIP - Demonstrate willingness and ability to lead, take charge, and offer opinions and direction
- *COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- *ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- *DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- *ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- *ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- *INITIATIVE - Demonstrate willingness to take on job challenges
- *STAMINA - Demonstrate energy and stamina to accomplish work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.