

PARKING OPERATIONS COORDINATOR

SUMMARY:

Under limited supervision, oversees the daily operations of the City's privately operated parking system, (metered and un-metered) audits revenues, inspects facilities, generates reports and maintains records. Coordinates with vendors, suppliers, and contracted staff, and respond to citizens complaints; may perform related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are **not** in any hierarchical order)*

1. Monitors contractors day-to-day operations and coordinates daily activities associated with Parking Operations, Security, Property and Parking Equipment Maintenance.
2. Conducts and participates in regular meetings with supervisor and contractor to ensure terms of contract are being satisfied.
3. Investigates and resolves complaints from the public and other departments that relate to parking system activities, programs, or the contractor.
4. Makes decisions with regard to equipment failures or problems by working with contractor, systems and hardware manufacturers and assists with repair and maintenance of gate equipment.
5. Plans, organizes and controls the work of the assigned employees. Counsels employees on job performance. May participate in hiring and discharge interviews.
6. Implements and maintains internal security procedures to prevent theft.
7. Administers and maintains parking related software.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of parking structures and restoration.
- Knowledge of applicable rules, regulations, and codes and ordinances.
- Knowledge of methods, practices, procedures, and equipment pertinent to on-street and off-street parking operations.
- Knowledge of the basic capabilities and functions of word processing and spreadsheet software applications.
- Skill in working independently or in a team atmosphere.
- Skills in working with small electronic equipment and software.
- Ability to establish and maintain effective working relationships with supervisors, peers, employees, and members of the general public.
- Ability to communicate effectively, both orally and in writing.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves detailed concentration for long periods of time in a modified office environment and in an outdoor environment. There is a frequent need to walk, talk or hear, use hands to finger or type, and close vision required during the course of the workday. There may be occasional need for light to moderate lifting (up to 25 pounds). The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing. This position may also require the use of City vehicles on City business. Individuals must be physically capable of operating the vehicles safely and have an acceptable driving record.

MINIMUM QUALIFICATIONS: High School Diploma or GED and four (4) years business management, parking operations or related experience, including one (1) years supervisory experience, or any equivalent combination of training and experience. A valid Florida driver's license is required. Certified Parking Facility Manager certification, preferred.