

CITY OF HELENA



Position Title: Parking Manager

Department: Parking Commission

Division: Administration

Grade: 147

FLSA: Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose: This position is responsible for the personnel, programs, projects, supervision and coordination of the activities and operations of the Helena Parking Commission. The position works closely with the Parking Commission board of directors and the City Manager. This person is responsible for revenue control, budget oversight, maintenance and repairs of parking ramps and parking lots. This position plans and assigns activities, works closely with numerous City departments, outside agencies, and the general public. The incumbent reports monthly to the Parking Commission Board of Directors.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Program Management

The Parking Manager will coordinate with the Board of Directors on the implementation of the annual goals, objectives, and priorities of the Parking Commission. The position will coordinate and post monthly board meetings. They will participate in the development and implementation of goals, objectives, policies and priorities for the Helena Parking Commission; identify resource needs; and recommend and implement policies and procedures. The position will coordinate the operational activities for the Parking Commission including staffing and equipment needs for parking ramps, meters, lots, and on-street parking. The incumbent will develop and administer preventive maintenance standards and schedules; prioritize work order requests; and recommend equipment replacement. The Parking Manager will coordinate and hire services from private contractors and other public agencies including the Police Department, Street Department, State of Montana and others as needed.

The incumbent will develop, coordinate and implement parking projects in downtown Helena. The position will plan for changes in on-street parking management, update equipment and make other modifications to improve services to local businesses, residents and parking customers.

The Parking Manager will maintain the computer network system and contract ticket management systems for the City of Helena. The position will act as the lead ADA compliance officer for the HPC and assist the City of Helena as needed. They will review on-street and lot handicap spaces and make changes as needed to ensure compliance.

The position will attend and participate in professional group meetings and stay abreast of new trends and innovations in the field of parking system maintenance and control.

The position will be required to attend and participate in union negotiations, and perform related duties and responsibilities as assigned.

Personnel Management

The Parking Manager is responsible to select, train, motivate, and evaluate HPC personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. The position will direct, coordinate, and review the work plan for the Parking Commission; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; inspect and verify work in progress and completed work of assigned employees for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications. The Parking Manager is responsible to manage Administrative, PCO, Maintenance, and Clerical staff; identify new projects; assign work activities; ensure public and agency goals are met; review and evaluate projects; and ensure a high degree of customer service from staff.

Internal and External Public Relations

This position is responsible to facilitate public meetings and develop personal relationships with business leaders and residents to solve problems and implement projects. The Parking Manager adjudicates appeals of tickets issued by Parking Control Officers, responds to complaints and resolves difficult inquiries with a high degree of service and professionalism. The position assists with the development of the HPC website and ensures accurate information is used and communicated to offer a high level of customer service via the site.

Fiscal Management

The position will act as lead financial manager; serve as point-of-contact for City budget staff; forecast future budgets; oversee and administer budget items; record income and deposits; review expense claims; provide regular financial statements to the HPC; and work with Board of Directors and City budget staff to develop annual budget and long-range needs. The incumbent will forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; and recommend adjustments as necessary.

Safety Administration

The Parking Manager is responsible to ensure that all employees under supervision are following all City safety standards and protocol. The incumbent will manage the operation and maintenance of equipment, machinery, vehicles and power tools in the area of assignment; ensure the proper utilization of safety precautions related to all work performed; provide safety training and operation instruction for employees.

Essential Knowledge, Skills and Abilities Related to this Position:

- Organization and management practice skills as applied to the analysis and evaluation of public parking programs, policies, and operational needs.
- Program development and administration abilities.
- Knowledge of current and future trends affecting public parking programs.
- Principles of supervision, management, motivation and leadership.
- Knowledge of pertinent Federal, State, and local laws, codes, and regulations.
- Strategic planning skills.
- Strong oral and written communication skills.
- Ability to lead and maintain a positive and harmonious work environment.
- Abilities in complex decision making.
- Ability to foster innovation and change.
- Skills in conflict management.
- Skills in finance and budgeting.

Physical Demands:

Ability to work in a standard office environment with ability to travel to different locations. Involves work of a general office nature usually performed sitting, such as answering the phone and operation of a computer. Involves work of a general office nature usually performed standing, such as operation of a photocopier and a fax machine.

Minimum Qualifications (Education, Experience and Training):

This position requires training equivalent to a Bachelor’s degree from an accredited college or university with major course work in business administration, public administration, communications or a related field. The position requires four years of responsible office management experience including computer network operation including two years of management and supervisory experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire.

Supervision Received:

Supervised by the City Manager

Supervision Exercised:

Exercises direct supervision over employees to include; Supervisory, Administrative, Clerical, Maintenance and Technical staff.

The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

After reading this job description, as of this date would you require any accommodation to perform these duties?

YES or NO

Employee’s Signature: _____

Date: _____