

City of Rehoboth Beach, Delaware

Job Description

Classification Title	Parking Department Supervisor
Job Code	8000
FLSA Status	Exempt
Pay Grade	109

GENERAL POSITION SUMMARY

Oversees all operations of the Parking Department. Supervises meter collection and enforcement patrols. Supervisory responsibilities include the interviewing, hiring, training and evaluation of all department employees, including up to 35 seasonal employees. Meets with the public to explain the nature of parking violations and resolve complaints. Coordinates department activities with other City departments, public jurisdictions, and private organizations. Provides recommendations for annual budget and capital improvements. Under the supervision of the Chief of Police is certified and holds complete ORI access to the criminal information system.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Supervises and manages the Parking Department including seasonal employees responsible for meter enforcement, meter collections, permit sales, permit enforcement, and office operations.
- Interviews, hires, trains, and evaluates employees.
- Recommends yearly operation budget and capital improvements.
- Prepares and monitors department budget.
- Reviews and recommends changes to parking ordinances.
- Coordinates department activities with other departments.
- Attends City Commissioners, Department Head, and other city meetings as requested by the Assistant City Manager.
- Assists in department field projects.
- Assists with daily operations of meter enforcement via handheld or LPR vehicle as needed.
- Notify enforcement staff daily of special events or authorized changes to parking enforcement.
- Coordinates special parking requests, including bus parking. Ensures special vehicles are entered in the system.
- Meets with the public to explain the nature of violations and resolve complaints.

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- Responds to citizen questions concerning fines and municipal ordinances.
- Prepares department correspondence.
- Maintains department records; prepares monthly activity reports.
- Maintains department operational monies (or funds) and daily audits for citations, permit sales, bus permits, and petty cash. Including monies processed from the mailed payments, in person payments and/or on-line payments.
- Assists in processing and mailing or emailing violation notices.
- Manages parking citations and billing process for all tickets. Including auditing citation processing and filing methods for quality assurance.
- Maintains certification to hold ORI access to the criminal information system to collect registered vehicle owner information and enter information into citation program, in preparation for billing of unpaid citations.
- Ensure parking meter problems are recorded and technicians are notified.
- Prepares and verifies towing of vehicles and dispatches tow trucks. Verifies payments from citizens and assists release of vehicles.
- Inventories and purchases uniforms, office supplies, and other materials.
- Performs related work as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Associate's degree or two (2) years of formal training beyond high school
- At least three (3) to five (5) years of related work experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

Licenses or Certifications

- Possession of (or ability to obtain within 1 month of hire) a standard driver license.
- DELJIS Certification
- Public Archive Records Clerk Certification

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COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- City parking and traffic ordinances
- City policies and procedures
- Budgeting and recordkeeping
- Computer and software programs
- NCIC computer system

Skill in:

- Performing a variety of duties, often changing from one task to another of a different nature
- Use of Microsoft Office
- Verbal and written communication
- Prioritizing essential
- Organizing a combination of electronic and physical documents.

Ability to:

- Meet schedules and deadlines of the work.
- Become proficient in computer software programs used by the parking department.
- Follow oral and written instructions.
- Work with machinery used in the parking division including money counter, postage machine, and mobile and radio equipment.
- Maintain effective working relationship.
- Communicate with the other City and public officials, City employees and the public.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)		X	
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate			X
Individuals with known violent backgrounds	X		
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)		X	
Moving mechanical parts		X	
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)		X	

PHYSICAL DEMANDS

The position involves *light physical demands*, such as exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

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