CITY OF SANTA CRUZ
PARKING SERVICES SUPERVISOR

Reports to:	**Superintendent of Parking Services**
Supervises:	**Service Field Crew Leader, Parking Enforcement Officer, Senior Parking Attendant, Parking Attendant, Parking Control Maintenance Worker, Parking Facility Maintenance Assistant**
Bargaining Unit:	**Supervisory**

BASIC FUNCTION:
Under general supervision, supervises and trains assigned staff; directs the daily operations of the parking enforcement, parking attendant and parking maintenance sections; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:
The primary function of this classification is to supervise subordinate staff and oversee parking enforcement, parking attendant, and parking maintenance activities. Incumbents may rotate between the On-Street, Off-Street and Maintenance Parking assignments.

TYPICAL DUTIES *(May include, but are not limited to those duties listed below.)*

If assigned to On-Street or Off-Street Parking:
- Informs officers of enforcement problem areas and issues arising from complaints from the public.
- Establishes and assigns enforcement duties.
- Maintains automated citation issuance system.
- Transfers computerized records from handheld citation computers to centralized database and prints out reports.
- Coordinates citation records with the Parking Office Supervisor.
- Processes new parking permit requests and monthly permit renewals for parking facilities.
- Oversees monthly, quarterly and yearly invoicing of permit and validation accounts.
- Authorizes adjustments to parking fees, and issues citations for parking violations.
- May perform the duties of a Parking Enforcement Officer or Parking Attendant as required.

If assigned to Maintenance Parking:
- Establishes and assigns collection and maintenance duties.
- Arranges for the maintenance and repair of meters and conversion of mechanisms for rate or time changes.
- Directs and performs technical maintenance and repair of electronic parking control devices, change machines, and parking meters.

- May perform the duties of Parking Control Maintenance Worker or Parking Facility Maintenance Assistant as needed.

In addition to the above, the following duties are also performed:

- Assigns, schedules, trains, directs, and reviews the work of assigned staff.
- Provides training on work procedures, parking regulations, laws, policies, customer service practices, and use of equipment.
- Maintains computerized parking facility operating systems, including access schedules and fee structures
- Performs daily inspections and minor maintenance and repairs to computerized and mechanical parking equipment.
- Works with representatives from other City departments and event organizers in coordinating parking procedures for special events.
- Orders necessary equipment, supplies and materials.
- Assists in the development and control of assigned budget.
- Maintains all revenue, enforcement, maintenance and personnel records of assigned area.
- Oversees daily revenue from parking facilities and resolves discrepancies; may help transport deposits to the Finance Department.
- Generates computerized activity and transaction reports for management and the Finance Department.
- Receives and records reports of abandoned vehicles and informs the police department.
- Responds to questions, requests, and comments from the general public, other City departments, contractors and other agencies on parking matters and effectively resolves operational problems as they occur.
- Appears in court as necessary to testify on behalf of the City on parking matters.
- Establishes schedules and arranges for preventative maintenance and repair of vehicles and equipment.
- Monitors activities to ensure compliance with safety regulations.
- May attend committee meetings as requested.
- Recommends procedural changes in parking operations to improve efficiency and customer service.
- Reviews procedures manual and recommends appropriate revisions.
- Performs other duties as assigned.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and repetitive hand movement in the performance of daily duties. The incumbent in this position works in all weather conditions, including wet, hot and cold. The job duties may expose the incumbent to fumes, dust, vehicle exhaust, biomedical, human and animal waste products and unpleasant odors. The

nature of the work also requires the incumbent to drive motorized vehicles and work in heavy traffic conditions. The need to lift, carry and push tools, equipment and supplies weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Principles, practices, administrative procedures and codes related to parking regulations;
- Cashiering/cash handling and audit procedures;
- Effective customer services practices.
- Principles and practices of employee supervision, including selection, training, work evaluation and discipline;
- Methods, tools, handheld citation computers, and equipment used in electronic parking meter and equipment installation, maintenance, monitoring, collection and enforcement.

Abilities:

- Supervise, train and evaluate others;
- Understand, apply, and explain parking laws and procedures;
- Accurately make mathematical calculations and resolve discrepancies;
- Maintain accurate records of daily revenue and prepare reports.
- Evaluate procedures and techniques and recommend effective alternatives;
- Read and interpret plans, maps, specifications and manuals;
- Provide clear verbal and written communications;
- Exercise independent judgment in resolving operational problems;
- Establish and maintain effective working relationships, and act in a courteous manner when dealing with co-workers and the public.

OTHER REQUIREMENTS

- Willingness to work weekends, evenings, and holidays, as assigned;
- Willingness to wear a uniform.

City of Santa Cruz
Parking Services Supervisor

EDUCATION AND EXPERIENCE

Any combination of education and experience which provides the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school graduation or tested equivalent and
- Three (3) years of experience working in a parking program including some lead or supervisory experience
- Successful completion of City of Santa Cruz' Supervisory Training program (2008 or later) is accepted in lieu of supervisory experience.

LICENSES

- Possession at time of hire and continued maintenance of a valid California Class C driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS

- Work experience as a supervisor.
- Work experience in a municipal parking program.
- Working knowledge of computer applications such as word processing, spreadsheets, and database programs.
- Volunteer experience with the City of Santa Cruz agency.

Classification No:	348
Date of Issue:	6/07
Supersedes:	2/99
Update:	8/12
Review:	5/11

Career Ladder

- Parking Program Manager
- Superintendent of Parking Services
- *Parking Services Supervisor*
- Service Field Crew Leader or Senior Parking Attendant
- Parking Attendants or Parking Control Maintenance Workers or Parking Facility Maintenance Assistants or Parking Enforcement Officers