



West Valley - Mission

Community College District

Class Specification

Manager, Parking and Traffic Operations

Classified Administrative Position (Exempt Status)

Administrative Salary Schedule – Range 11

Definition

To plan, organize, and direct the specialized activities of the district's parking services section operations within the district police department; to coordinate section activities with other divisions and/or departments as well as external organizations; and to provide highly responsible technical support to the Police Lieutenant and Police Chief.

Supervision Received and Exercised

Receives general direction from the Police Lieutenant.

Exercises direct supervision over assigned technical and administrative support staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Recommend and implement section goals and objectives; establish performance standards and methods for parking and traffic services; develop and implement policies and procedures.
- Plan, develop, and oversee the work of staff involved in parking and traffic enforcement.
- Coordinate parking and traffic activities with other groups and organizations.
- Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.
- Oversee safety and service of operations; assist with emergency response activities as needed.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit revenue projections for parking and traffic related revenue streams; monitor and control revenue and expenditures.
- Oversee or coordinate a wide variety of safety and service operations including parking patrol and enforcement, business office services, citation appeal processing and adjudication, special events, and parking lot and roadway facility maintenance.
- Ensure the safe and orderly operation of the lots and roadways (lot and roadway facilities, parking enforcement).
- Manage numerous vendor contracts and vendor-provided services including permit sales and distribution, electronic enforcement systems, citation and permit database systems, and online appeals and fine collection services and systems.
- Ensure that both parking fund revenue and customer satisfaction are maximized (business).
- Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.
- Direct, coordinate, and participate in short-range and long-range planning, as well as research and analysis to determine trends, future needs, and opportunities, and overall section effectiveness.

- Serve as the district's primary liaison for Levi's Stadium/49'ers contract negotiation and event operations.
- Develop, recommend, and maintain district parking and traffic policies, procedures and regulations; participate in the development of other policies, procedures, and regulations as assigned.
- Participate in new parking lot and roadway facility design; coordinate construction mitigation planning and implementation; coordinate parking lot and facility maintenance and repair.
- Manage and oversee citation appeal and adjudication operations.
- General communications with other individuals and groups, including answering questions and providing information to the public; investigate complaints and recommend corrective action as necessary to resolve complaint.
- Serve in a variety of roles during emergency situations; coordinate responding personnel and resources as necessary and appropriate.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Principles and practices of parking and traffic management and enforcement, including citation processing and adjudication.
- Principles and practices of parking lot and roadway design and lot maintenance.
- Pertinent local, state, and federal rules, regulations and laws including legal requirements.
- Principles of emergency management.
- Modern office procedures, methods and computer equipment.
- Principles and practices of research analysis and management.
- Principles and practices of budget development, implementation, and monitoring.
- Principles and practices of supervision, training, and performance evaluation.
- Principles and practices of work safety.

Ability to

- Organize, implement, and direct parking and traffic patrol operations/activities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 55 pounds or less.
- Interpret and explain pertinent state, local, and district laws and regulations, and department policies and procedures.
- Ensure areas of responsibilities are in compliance with pertinent and applicable laws, codes, ordinances, and legislation.
- Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Supervise, train, and evaluate staff.
- Determine appropriate actions in emergency situations and respond accordingly.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Pass a detailed background investigation.
- Pass a credit check.
- Obtain First Aid and CPR certificates.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.

- Work beyond normal business hours, attend evening meetings and/or perform weekend work, and travel.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Five years of increasingly responsible experience in parking and traffic patrol operations, including one year of supervisory responsibility.

Education

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business, public safety, public administration, or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

EEO Category: Executive/Administrative/Managerial

Approved Date: November 01, 2016