City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Parking Operations Manager</th>
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<tr>
<td>Job Code:</td>
<td>PKOM</td>
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<tr>
<td>Pay Grade:</td>
<td>21</td>
</tr>
<tr>
<td>Date Revised:</td>
<td>12/23/2020</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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**General Summary:** This position is responsible for supervising and managing the operation and maintenance of the City revenue-supported parking program and parking enforcement activities.

**Essential Duties and 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. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Oversees daily parking operations including the collection of meter revenues, the inspection, maintenance, repair, and replacement of parking meters.
- Collects and interprets data on the public parking system; develops and implements operational plans, reports, and internal control procedures; and assists with the design and configuration of the lots and ramps.
- Supervises and coordinates the operations of the public parking system including all parking lots and ramps and all related enforcement activities. Supervises all employees of the Parking Division.
- Monitors the parking facilities and equipment for repair and maintenance needs. Vandalism, security, and parking usage; direct activities and personnel as needed to provide safe and secure environments for the public.
- Prepares and presents plans, reports, and studies; makes oral presentations and participates in meetings with the Parking Advisory Board, City Council, public bodies, and citizen groups.
- Prepares, reviews, and monitors agreements for the parking system including parking consultants, hearing officers, and building and service contractors.
- Reviews billings and collections, audit lot tickets with deposits, and maintains record of parking operation and parking enforcement.
- Responds to public questions and concerns relative to the department activities including parking operations, enforcement, and parking lot snow complaints.
- Monitors and supervises the parking usage and needs of the public. Administers and maintains automated records of lease parking program.
- Prepares all bid specifications and supporting documents for service contracts and supports equipment procurements.
- Prepares and provides reports to leadership with information relative to the operations of the parking facilities including the revenue and expense and the percentage of available parking for lease.
- Orders equipment and supplies and arranges for scheduled equipment maintenance and repairs.
- Prepares the annual budget. Manages the Parking Lots and Area fund. Creates purchase orders and processes invoices.
- Coordinates quarterly Parking Advisory Board meetings including agenda and facilitation of meetings.
- Makes recommendations to leadership regarding rates, leases, and hours of operations.
- Represents the City in matters relating to public parking facilities.
- Reviews parking citation appeals and makes determination on the validity of the appeal.
- Coordinates with Long Range Planning on parking district boundaries and any needed amendments to the Downtown Parking Plan.
Qualifications:

Education and/or Experience:

Graduation from an accredited college or university with a bachelor’s degree in business administration or related field and four (4) years’ progressively responsible experience in facilities, staffing/supervision, or public/customer service functions; or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Certificates, Licenses, Registrations:

Must possess or be able to obtain prior to hire a valid driver’s license.

Working Conditions:

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

While performing the duties of this job, the employee may be exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts and various cleaning and repair chemicals. The noise level in the work environment is usually loud.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk for extended periods of time, continually stepping on and off curbs; reach with hands and arms and talk or hear. The employee is occasionally required to sit; use hand to finger, handle or feel and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.