

## PARKING AUTHORITY OF BALTIMORE CITY

### **JOB DESCRIPTION**

**Announcement #:** PN 119  
**Job Title:** Off-Street Division Parking Manager  
**Department:** Off-Street/Operations Department  
**Pay Grade:** A08 Exempt  
**Minimum Salary:** \$70,668  
**Reports To:** Chief Operating Officer  
**Closing Date:** November 25, 2016



### **GENERAL DESCRIPTION**

The Parking Authority of Baltimore City has an opening for an Off-Street Parking Manager. The Off-Street Parking Manager oversees the Off-Street Parking section within the Operations department. Manages all employees within the Off-Street section and coordinates activities of section employees. Evaluates and monitors operational and administrative processes of facility operators and determines standards. Administers operations of facility parking equipment and software. The Off-Street Parking Manager is a direct liaison between the Parking Authority and all facility operators and facilitates monthly meetings with all operators. Work is performed in an office and outdoors where there is occasional exposure to inclement weather. Work requires moderate physical exertion. Bachelor's Degree (B.A./B.S.) from an accredited college or university and four (4) years experience in procedural, organizational and operational analysis related to parking management is required. Four (4) years of supervisory management experience is required as well. Equivalent combination of education and experience will be considered.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

**This list is not inclusive and this position may require related duties not listed, if necessary, to accomplish the work of this organization:**

- Manages the Off-Street Parking Section and its employees.
- Oversees all City-owned garages and surface parking lots.
- Administers operations of facility parking equipment and software.
- Coordinates monthly management meetings with facility operators.
- Evaluates and monitors operational and administrative processes of facility operators and determines standards.
- Collaborates with parking operators to produce facility budgets and analyze operator statements to ensure maximum return on the City's Off-Street parking assets.
- Conducts site inspections for safety of customers and equipment, if any.
- Identifies and recommends solutions for repairs, cleaning, maintenance and capital improvements. Reviews and approves recommendations from operators for parking equipment, signage, lighting, etc. in order to enhance operations.
- Represents the Parking Authority during the transitional period of parking garages to new operators.
- Demonstrates continuous efforts to improve operations. Works cooperatively and jointly to provide quality, seamless customer service.
- Conducts audits, field surveys, organizes information and analyzes data to suggest improvements to parking garages and alternative off-street parking solutions.

## PARKING AUTHORITY OF BALTIMORE CITY

---

- Represents the Parking Authority on various work groups and at meetings pertaining to facilities operations.
- Receives and resolves complaints and problems from businesses, City agencies, and the general public.
- Maintains maps/data/information of all City-owned garages and lots and their respective inventory of equipment, if any.
- Monitors and evaluates monthly revenue of off-street parking facilities. Works with senior management on rate surveys and implementation of proposed rate studies. Coordinates and determines timely rate changes and communication to the public and monthly cardholders.
- Monitors maintenance and capital improvement schedules for parking garages and lots.
- Participates in procurement activities of the parking facilities by determining, with others, the selection of equipment, supplies and materials needed. Monitors the ordering of necessary equipment and materials to ensure budgetary compliance.
- Attends all monthly Off-Street operations meetings to update the department on facility operations/issues.
- Provides on-going training and leadership to Parking Authority personnel working with the Finance, On-Street, Parking Planning, RPP and Meters sections regarding off-street parking. Responsible for on-going performance reviews, training and human resources employee relations within the Off-Street department.
- Completes other duties as assigned/required by upper management.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the principles and practices of off-street parking management.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to understand and follow oral and/or written policies, procedures and instructions.
- Ability to understand, and interpret local, state and federal parking regulations related to off-street management of facilities.
- Ability to establish and maintain effective working relationships with personnel from other City agencies, members of the business community and the general public.
- Ability to work independently.
- Ability to read and interpret financial reports.
- Ability to multi-task and prioritize work activities.
- Ability to train, mentor and develop personnel.
- Knowledge of employment laws.
- Knowledge of contract administration (RFP process, legal terminology as it relates to parking contracts).
- Knowledge of the principles and practices of administrative analysis. Ability to collect, compile and analyze data.
- Compose concise written reports; possess strong reasoning, critical thinking, judgment and analytical skills sets.

**Computer Skills:** Must have basic typing skills, and be proficient in Microsoft Word, and Excel. Must have experience with revenue control software and/or equipment.

**Language Ability:** Ability to read, analyze and interpret parking industry statistics and periodicals and professional journals, technical procedures and governmental regulations. Ability to author reports, business correspondence and procedure manuals. Ability to effectively present information and respond to inquiries from groups of managers, clients, customers and the general public.

**Math Ability:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions,

## PARKING AUTHORITY OF BALTIMORE CITY

---

percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Supervisory Competencies/Responsibilities:** Manages additional staff. Familiarity with all applicable employment laws and the Parking Authority's Employee Handbook. Carries out supervisory responsibilities in accordance with the Parking Authority's policies and procedures. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; ability to implement progressive disciplinary actions under the guidance of human resources leadership and addressing and resolving employee issues within the Off-Street department and within the parking operator management team.

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

Bachelor's Degree (B.A./B.S.) from an accredited college or university and four (4) years experience in procedural, organizational and operational analysis related to parking management is required. Four (4) years of supervisory management experience is required as well.

### **LICENSES, REGISTRATION and CERTIFICATES**

Those eligible candidates who are under final consideration for employment will be required to authorize the release of criminal conviction information from the Maryland State Police, and must possess a valid Maryland Class D or C Noncommercial Driver's License or one must be obtained within the (6) six-month employment period for new hires. Final candidates will be required to take a computer skills test. Final candidates will be required to complete a PABC job application and submit proof of education and training qualifications.

**Submit Resume and Cover Letter by Closing Date**  
Via email to [EmploymentOpportunities@bcparking.com](mailto:EmploymentOpportunities@bcparking.com)

**Or**

**PABC c/o Employment Opportunities, 200 W. Lombard Street, Suite B, Baltimore, MD 21202**

Created November 7, 2016

The Parking Authority, a quasi-city agency of the City of Baltimore, is an equal employment opportunity employer and strictly prohibits discrimination and unfair employment recruitment, hiring, selection, transfers and promotion on the basis of race, color, gender, religion, age, national or ethnic origin, disability, marital status, sexual orientation or veteran status.

The Parking Authority is a smoke-free and drug-free workplace.  
We encourage a diverse work environment.