



PARKING AUTHORITY OF BALTIMORE CITY  
Job Description  
ANNOUNCEMENT #OPERPN159



**General Position Information**

<b>Job Title</b>	Assistant Manager, Valet Regulations		
<b>Position Reports to:</b>	Manager, Valet Regulations		
<b>Department</b>	Operations	<b>Salary</b>	\$49,645.80
<b>Division</b>	On-Street Parking	<b>FLSA Status</b>	Exempt
<b>Section</b>	Valet Regulations	<b>Pay Grade</b>	A06
<b>Work Location</b>	200 West Lombard Street, Suite B Baltimore, MD 21201	<b>Employment Type</b>	Full-Time

**Job Summary**

The Assistant Manager, Valet Regulations will assist with all aspects of administratively regulating valet parking in Baltimore City; receive and process applications and fees for Valet Operators and Valet Loading Zones; verify all information on applications is correct. The position will also inspect and investigate valet operations to ensure safety, observe traffic conditions, and confirm that all laws and regulations are followed. The position will work to improve overall processes and daily functions of the Valet Regulations team. This work is performed under the direction of the Valet Regulations Manager.

**Essential Duties and Responsibilities**

- Performs a variety of office support tasks including the processing of forms, maintaining files, completing a variety of standard forms, composing documents independently for review by manager, proof-reading and editing documents and coordinating the development of presentations for review by manager;
- Prepares letters, memos, reports and other communication for internal and external distribution.
- Works normal business hours with occasional late nights and weekends;
- Receives and addresses customer calls, concerns, and complaints—over the phone or in writing, within a set timeline;
- Sorts and files correspondence and documents alphabetically, numerically, or by other established classifications, removes and returns material from files, prepares file folders;
- Processes applications by reviewing, collecting missing data, tracking payments, verifying information, decision making, and updating necessary spreadsheets;
- Assign daily tasks and projects, identifying and changing priorities as necessary to meet short-term and long-term department goals;
- Perform field work duties such as site inspections, investigating complaints, resolving complaints, observing valet operations, reviewing Valet Parking Plans;
- Work closely with valet operators and hosts to ensure all needs are met and fulfilled to customer expectations;
- Collect required fees and payments from valet loading zones and operator’s licenses;
- Inspect and investigate valet operations to ensure safety, observe traffic conditions, and confirm that all laws and regulations are followed;



PARKING AUTHORITY OF BALTIMORE CITY  
Job Description  
ANNOUNCEMENT #OPERPN159



- Maintain maps and details of all valet parking zones, making necessary updates as needed and ensure all employees have access to the most up-to date maps and details;
- Attend internal and external meetings with City agencies, neighborhoods, hosts, operators and others as needed.
- Research current valet topics through use of technology, laws, other city's regulations;
- Perform other duties as needed.

---

### Supervision Received and Exercised

Work is assigned and performed under general supervision with little functional guidance, following established procedures; situations are rarely referred to a supervisor unless a change to policy or procedure is involved. This position provides functional guidance and assists in training less experienced personnel responsible for performing essentially the same job duties.

---

### Qualifications

- Bachelor's degree with 0-2 years related experience, or;
- Minimum of 6 years of related experience displaying increasing responsibility levels.

---

### Knowledge, Skills, and Abilities Requirements

- Knowledge of and ability to use Microsoft Office Suite to include, Excel, Word, and Outlook; along with other databases, programs and mathematical systems;
- Ability to communicate effectively with contacts such as immediate supervisor and other professionals in the section or unit;
- Ability to provide solutions to a wide range of problems, where objectives are specifically stated, but accomplishing the task is left up to the incumbent within this role;
- ability to work within a budget – recommending allocations or expenditures;
- Knowledge of typical money collecting processes and policies of the organization;
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations;
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Ability to write reports, business correspondence, and procedure manuals;
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public;
- Knowledge of typical valet regulations, policies and procedures with ability to communicate to other employees or customers;
- Team management and task assignment skills to oversee the work of others;
- Ability to communicate with various audiences, with elevated conflict negotiation when necessary.



PARKING AUTHORITY OF BALTIMORE CITY  
Job Description  
ANNOUNCEMENT #OPERPN159



**Physical Requirements**

The office environment is moderate with regulated office temperatures and lighting. The position frequently requires the employee to sit, stand, walk, stoop, bend, use hands and reach with hands and arms. Occasional light lifting, such as three or four reams of paper or other materials up to 40 pounds may be required. Specific vision abilities required are close and distance vision and ability to adjust focus. The out-of-office environment is relative to outdoor weather conditions.

**Additional Requirements**

	Requirements
<input type="checkbox"/>	Computer Skills Assessment
<input type="checkbox"/>	PABC Job Application
<input type="checkbox"/>	Criminal Background Check
<input type="checkbox"/>	Proof of Education, Training Qualifications, and Certifications
<input type="checkbox"/>	In order to be considered for this position, an individual must possess (and maintain) a valid Class C, Noncommercial Driver’s License with good standing of 3 points or less. Qualified candidates will be required to provide a certified copy of their most recent Motor Vehicle Record, minimum of 3 years, before/or at the time of an interview.
<input type="checkbox"/>	Must be able to obtain a City of Baltimore Driving Permit from the Division of Occupational Safety, Bureau of Risk Management Office within the Probationary Period. Must be able to maintain a City of Baltimore Driving Permit at all times in order to remain employed with the Parking Authority of Baltimore City.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This is an at-will position; the position may be eliminated at any time, and your employment within the position may be terminated at any time. This and all organization positions are subject to transfer, based on company need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job. Parking Authority of Baltimore City is an Equal Opportunity Employer and considers qualified applicants without regard to race, color, creed, religion, national origin, sex, age, veteran status or any other protected status under federal, state, or local law.

**Submit Resume and Cover Letter by Closing Date to  
PABC c/o Employment Opportunities, 200 W. Lombard Street, Suite B,  
Baltimore, MD 21201 or via email to [EmploymentOpportunities@bcparking.com](mailto:EmploymentOpportunities@bcparking.com)**

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