



PARKING AUTHORITY OF BALTIMORE CITY
JOB ANNOUNCEMENT
 Announcement #OPERPN103



General Position Information

Job Title	Assistant Manager, Residential Reserved Disabled Parking		
Position Reports to:	Manager, Residential Reserved Disabled Parking		
Department	Operations	Salary	\$48,789.00
Division	On-Street Parking	FLSA Status	Exempt
Work Location	211 North Paca Street	Pay Grade	109
	Baltimore, MD 21201	Employment Type	Full Time

Job Summary

The Assistant Manager for the Residential Reserved Disabled Parking (RRDP) program coordinates activities and manages the section under the guidance of the Section Manager. The RRDP Section extends and manages residential parking to individuals with disabilities to preserve quality of life, when transitioning in and out of their communities. In addition, site and field investigations are conducted for the installation and removal of Reserved Residential Disabled Parking.

Essential Duties and Responsibilities

- Interview applicants in the community for a RRDP space;
- Field pertinent questions to the applicant and/or caregiver during the interview to further establish qualification for this service;
- Survey the property of the applicant and the abutting property owners for any visible on-street restrictions;
- Survey block face to ensure RRDP signage would not conflict with signage already in place;
- Measure specific on-street locations for the reserved parking space while working in the field, sometimes in inclement weather;
- Confirm optimization of each RRDP space not to increase current parking challenges in the block;
- Mark a 20' foot space in front of applicant's property or within a proximity of applicant's property;
- Research and analyze requests while reviewing the impact of any no-street modification to existing parking programs or regulations which may affect other City agencies;
- Develop and coordinate site and field investigations for the installation and removal of reserved residential disabled parking;
- Generate reports from the interview and the site review conducted and submit a written recommendation of approval or denial of the service;
- Submit finalized documentation to the review board;
- Prepare work orders and reports indicating recommendations and actions;
- Submit requests online to Miss Utility's website to obtain clearance for drilling for signage installation;
- Review and modify changes, with the support of other agencies, to current and new parking ordinances with respect to ADA laws;
- Investigations of alleged misuse of RRHP space;
- Collect data to support or refute allegations of misuse of RRDP space;
- Review all RRDP removals to ensure proper protocol is followed before the space is removed;
- Meet with the management team and provide input when discrepancies are noted on a case-by-case basis;



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- Assist with database management and data input, including creating schedules, updating logs, and drafting future schedules for department;
- Monitor departmental systems to ensure smooth operations, performing basic and routine troubleshooting, as well as alerting appropriate staff for other issues;
- Perform daily correspondence including e-mail, phone, and voicemail, taking messages for other staff members, relaying the message and following up as necessary;
- Interact with customers with high level customer service skill to answer questions, provide requested information, and track relevant issues or concerns that affect departmental operations;
- Provide departmental operation support such as ordering supplies, processing forms, maintaining files, composing documents independently for review by manager, proof-reading and editing documents and coordinating the development of presentations for review by manager, sending status reports and managing the calendar to set up and coordinate meetings;
- Perform internal and external investigations as necessary and within departmental outlined processes;
- Receive and process applications from customers for departmental services as necessary, reaching out to customers if information is missing required to process application; perform all other duties as assigned.

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 does not oversee the work of other personnel.

Qualifications

- High school diploma or GED required, plus six – eight years of related experience; OR
- Bachelor's degree with zero – two years of related experience required.

Knowledge, Skills, and Abilities Requirements

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume;
- Ability to apply concepts of basic algebra and geometry;
- Knowledge and ability to use Microsoft Outlook, Word, & Excel;
- Knowledge and experience using Salesforce and Cityworks software preferred;
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to write routine reports and correspondence;
- Ability to maintain professionalism when assisting customers, co-workers, and management of the organization;
- Ability to speak effectively before groups of customers or employees of the organization;
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form;
- Ability to deal with problems involving several concrete variables in standardized situations



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Physical Requirements

This position is indoor/outdoor in nature. The office environment is conducive with regulated office temperatures, lighting and the noise level can occasionally be moderate. The position occasionally requires stooping or bending. Occasional light lifting, such as three or four reams of paper, or other materials (up to 20 pounds) may be required. Outside work is conducive to outdoor elements in the scope of walking, standing, and driving.

	Additional Requirements
<input type="checkbox"/>	Computer Skills Assessment
<input type="checkbox"/>	PABC Job Application
<input type="checkbox"/>	Criminal, Employment & Education Background Check
<input type="checkbox"/>	Proof of Education, Training Qualifications &/or Certifications
<input type="checkbox"/>	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 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, 211 North Paca Street,
 Baltimore, MD 21201 or via email to
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.