General Position Information

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Division Manager, Off-Street Parking</th>
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<tbody>
<tr>
<td>Position Reports to:</td>
<td>Chief Operations Officer</td>
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<tr>
<td>Department</td>
<td>Operations</td>
</tr>
<tr>
<td>Division</td>
<td>Off-Street Parking</td>
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<tr>
<td>Work Location</td>
<td>200 West Lombard Street, Suite B</td>
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<td></td>
<td>Baltimore, MD 21201</td>
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<tr>
<td>Salary</td>
<td>$70,668.00</td>
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<tr>
<td>FLSA Status</td>
<td>Exempt</td>
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<tr>
<td>Pay Grade</td>
<td>A09</td>
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<tr>
<td>Employment Type</td>
<td>Full-Time</td>
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Job Summary

The Division Manager, Off-Street Parking will plan and direct the management, operation and development of the Off-Street Parking Facilities for the organization, including owned and leased parking garages and surface lots, totaling over 10,000 parking spaces throughout the City of Baltimore.

Essential Duties and Responsibilities

- Manage day-to-day operations at organization owned parking facilities, parking lots and the off-street Department;
- Email correspondence to current or prospective customers, resolving complaints or other issues as needed;
- Daily correspondence and follow-up with garage parking operators in multiple facilities;
- Complete revenue and expense analysis, including innovative ideas to help increase revenue while reducing operating expenses and troubleshooting any revenue control issues;
- Perform on-site visits to ensure operating procedures are being followed;
- Manage team of individuals, overseeing daily work activities and assignments, performing regular performance evaluations, coach and train team members, and payroll approval;
- Manage maintenance and snow-removal vendor contracts;
- Develop, obtain approval, and administer the division budget; direct and monitor expenditures in accordance with the approved budget; assist in the determination of department resource allocation and levels of service;
- Review garage operator monthly statements for their fiduciary requirements as set in their contracts;
- Oversee and manage procurement process, including development of new RFPs, soliciting proposals, contract negotiation, contract amendments, capital repair projects, and other contractual goals;
- Perform other duties as assigned.

Supervision Received and Exercised

Minimal direction is required for this position, as it exercises considerable latitude in determining objectives and assigning work to others.

This position has direct responsibility for supervising and managing a department’s strategic work objectives. Makes recommendations on hiring and performance management actions. Evaluates work
objectives and effectiveness of resources within a department and recommends modifications to staffing patterns as needed.

**Qualifications**

- Bachelor’s degree in related field with 5-7 years related experience displaying progressively responsibility levels; or  
- Master’s degree in related field with 3-4 years related experience displaying progressively responsibility levels.  
- Equivalent years of experience may be substituted for degree requirement where 1.5 years of experience is equivalent to 1 year of college.

**Knowledge, Skills, and Abilities Requirements**

- Ability to define problems, collect data, establish facts, and draw valid conclusions;  
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables;  
- Ability to read and analyze, and interpret common scientific and technical journals, financial reports, and legal documents;  
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community;  
- Ability to write speeches and articles for publication that conform to prescribed style and format;  
- Ability to effectively present information to management, public groups, and/or boards of directors;  
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations;  
- Knowledge of budgeting techniques and processes to assess needs and requirements of departmental operations on a regular basis;  
- Knowledge of appropriate link between budget goals, funding limitations and service levels adopted to meet specific departmental and organizational goals;  
- Ability to monitor progress toward fiscal objectives and adjust plans as necessary to meet them;  
- Knowledge of typical parking facility management procedures and processes to ensure smooth operations;  
- Highly developed customer service skills with ability to manage conflict or other negative issues that may arise from customers;  
- Knowledge of contracts and RFP procedures and processes;  
- Ability to develop solutions to complex problems which require the regular use of ingenuity and innovation.
Physical Requirements

The office environment is conducive with regulated office temperatures and lighting. The noise level can occasionally be moderate. 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 conducive to outdoor weather conditions. When conducting out-of-office activities, including site-visits and inspections, appropriate attire should match the environment.

Additional Requirements

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<th>Requirements</th>
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<tr>
<td>☐ Computer Skills Assessment</td>
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<td>☐ PABC Job Application</td>
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<td>☐ Criminal Background Check</td>
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<tr>
<td>☐ Proof of Education, Training Qualifications, and Certifications</td>
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<tr>
<td>☐ In order to be considered for this position and to sustain employment, an individual must possess and maintain a valid Class C, Noncommercial Driver’s License with good standing of 3 points or less. A Motor Vehicle Record check will take place upon accepted offer of employment.</td>
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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 21202 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.