



### General Position Information

<b>Job Title</b>	Manager, Residential Permit Parking		
<b>Position Reports to:</b>	Division Manager On-Street Parking		
<b>Department</b>	Operations	<b>Salary</b>	\$55,373.40
<b>Division</b>	On-Street Parking	<b>FLSA Status</b>	Exempt
<b>Section</b>	Residential Permit Parking	<b>Pay Grade</b>	A07
<b>Work Location</b>	200 W. Lombard St.	<b>Employment Type</b>	Full Time

### Job Summary

The Manager, Residential Permit Parking administers the Residential Permit Parking program (RPP) throughout residential parking zones in the city; leads planning efforts to create new ones; and performs special projects. Examples of special projects include but are not limited to championing legislation, managing public relations across dozens of neighborhoods, and project management on government reform projects. The position requires collaboration within the Parking Authority and across other city agencies, while providing guidance and training to section personnel and constituents.

### Essential Duties and Responsibilities

- Manages the Residential Permit Parking Program operational activities and projects of the section or program area;
- Works with Senior Management to evaluate and implement goals, improve the operational systems, processes and policies in support of the organization’s mission;
- Create reports, presentations, and responses to requests for information;
- Ensures compliance with applicable laws, regulations, policies and procedures; and provides management advice to Senior Management;
- Represents the agency with a diverse group of constituencies to include City Council, Neighborhood leaders, Residential Permit Parking Area Liaisons, and customers of the Parking Authority;
- Interacts with other city agencies, government officials, and private organizations to discuss programs and policies;
- Serves as liaison between internal and external entities and the RPP section;
- Perform project management including implementation of new software, program changes, policy changes, and legislative changes;
- Develop, coordinate and/or implement projects and/or programs to enhance services provided by the RPP section;
- Conducts research; compiling and analyzing results;
- Supervises assigned staff to include managing, planning, organizing, and directing the section activities and/or responsibilities;
- Interviewing, selecting and maintaining a well-qualified program staff;



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- Establish, implement, monitor and control performance management processes for all staff under direct supervision;
- Ensure employees are adhering to staff schedules, policies, and procedures;
- Leading/Participating in personnel trainings, coaching, discipline and conversations;
- Performs other duties and tasks as assigned.

### **Supervision Received and Exercised**

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Works under limited supervision. Is reviewed for soundness of technical judgment and overall accuracy. Decisions or recommendations made by incumbent impact program schedules and allocation of resources. Work is performed without appreciable direction. Will plan, schedule and arrange activities to accomplish work objectives. This position will provide guidance and training to new and current employees and will assign work to other staff members within department.

### **Qualifications**

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- Bachelor's degree with minimum of two years of related experience; or
- Master's degree with no experience required; or
- Minimum of 8 years related experience required without a degree.

### **Knowledge, Skills, and Abilities Requirements**

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- Proficient knowledge and ability in the use of the Microsoft Office Suite to include Outlook, Excel, Word and Adobe Acrobat;
- Ability to write business correspondence, reports and procedure manuals;
- Ability to effectively present information and respond to questions from partnering agencies, managers, customers, and the general public;
- Ability to communicate well with various audiences, with elevated conflict negotiation when necessary;
- Ability to provide solutions to a wide range of problems, where objectives are specifically stated;
- Knowledge of financial impacts to the department and operations and ability to recommend budget allocations or expenditures;
- Knowledge of typical money collecting processes and policies of the organization that may be involved in job responsibilities;
- Ability to work with mathematical concepts such as probability and statistical inference;
- 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 work a telework or hybrid work schedule.



**Physical Requirements**

The office environment is conducive with regulated office temperatures and lighting. The noise level is often 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.

	<b>Additional Requirements</b>
<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 3 years, before or at the time of an interview.

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](mailto:EmploymentOpportunities@bcparking.com)**



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The Parking Authority, a quasi-governmental 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.