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| Job Title | Manager, Valet Regulations | | | |
| Position Reports to: | | Division Manager, On-Street Parking | | |
| Department | Operations | | Salary | $55,373.40 |
| Division | On-Street Parking | | FLSA Status | Exempt |
| Section | Valet Regulations | | Pay Grade | A07 |
| Work Location | 200 West Lombard Street, Ste. B | | Employment Type | Full-Time |

**General Position Information**

**Job Summary**

The Manager, Valet Regulations will manage a team of employees and oversee the implementation and regulation of the local Valet Code, within timeframes established. Also, the Manager, Valet Regulations will develop processes and procedures while working with various City agencies, other departments, local businesses and the general public.

**Essential Duties and Responsibilities**

* Fully understanding local and any other presiding regulations, develop a comprehensive standard operational procedure for Valet Regulation Department;
* Work with other city agencies and departments to provide a seamless process and quality customer service during the implementation of standard operating procedures;
* Develop and maintain relationships with the community, local businesses, valet operators and city agencies to educate them of the rules and regulations affecting valet regulations;
* Manage and oversee processing of all received Operators License and Valet Parking Zone Permit applications;
* Review all submitted Valet Parking Plans;
* Provide recommendations to the Department of Transportation for status and location of Valet Parking Zones and Operators License;
* Manage, oversee and conduct regular site inspections, audits and surveys;
* Monitor traffic flow and operational procedures of Various valet operators, analyze data accordingly;
* Create and maintain maps of all valet locations, spreadsheets and other reports, present findings and status updates at monthly board meetings;
* Manage the measurement of Valet Loading Zones and payment for use of city right of way;
* Manage a team and provide complete training, including customer service, valet procedures, application processing, audit and investigation techniques, etc., provide feedback via Performance evaluations;
* Monitor and resolve complaints from City agencies, businesses and the general public, always focusing on providing excellent customer service;
* Continually look for ways to improve the department by researching trends and new developments in the industry;
* Performs other duties as necessary and assigned.

**Supervision Received and Exercised**

Works under limited supervision. Work is reviewed for soundness of technical judgment and overall accuracy. Decisions or recommendations may impact program schedules and allocation of resources. Work is performed without appreciable direction. Plans, schedules and arranges activities to accomplish objectives. Work is reviewed upon completion. Decisions and objectives could have a serious effect upon the organization. Exerts some influence on the overall objectives and long-range goals.

Has direct responsibility for supervising and managing 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 with minimum of 2 years related experience; or
* Master’s degree with no experience required; or
* Minimum of 8 years related experience with no degree held.

**Knowledge, Skills, and Abilities Requirements**

* Knowledge of and ability to use typical computer operating systems and programs, including word processing, database, mathematical, e-mail communication, etc.;
* Ability to provides solutions to a wide range of problems, which may be considered imaginative, thorough, and practical;
* Ability to work on and solve problems that may be considered unusually complex;
* Ability to communicate with employees, customers and external community public;
* Knowledgeable of presentation style and ability to represent the company as a primary contact on projects to other employees and members of the public;
* Knowledge of typical valet regulations, policies and procedures with ability to communicate to other employees or customers;
* Skilled research techniques with ability to apply technically and strategically to company procedures and policies;
* Team management and task assignment skills to oversee the work of others with ability to provide meaningful feedback of performance;
* Knowledgeable of research techniques of budget and financial implications to department operations;
* Ability to manage a departmental budget or monitor expenditures, providing oversight of allocated funds;
* 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, and fundamentals of plane and solid geometry and trigonometry;
* 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;
* 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.

**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.

# Additional Requirements­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­

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|  | **Requirements** |
| ☐ | Computer Skills Assessment |
| ☐ | PABC Job Application |
| ☐ | Criminal Background Check |
| ☐ | Proof of Education, Training Qualifications, and Certifications |
| ☐ | 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. |
| ☐ | Must be able to obtain a City of Baltimore Driving Permit from the Division of Occupational Safety, Bureau of Risk Management Office and must maintain the permit during employment 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**

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.