



## Career Service Authority

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# Parking/Speeding Enforcement Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over employees that enforce compliance with parking or speeding regulations and ensures compliance with all governing laws and regulations.

### DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties. This class is distinguished from a Crew Supervisor that supervises a crew involved in the repair and maintenance of city streets, sewers, golf courses, parks, airport facilities, traffic devices, and other City facilities/infrastructure/equipment. The Parking/Speeding Enforcement Supervisor is also distinguished from the Vehicle Boot Investigator that enforces payment of parking fines, fees, or penalties through locating and identifying delinquent offenders, citations, and the attachment of boot devices to prevent vehicle motion. Additionally, the Parking/Speeding Enforcement Supervisor is distinguished from the Vehicle Control Agent that enforces compliance with parking and speeding regulations through the issuance of citations for violations of the revised municipal code and the rules and regulations governing parking and speeding.

### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

### ***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more employees who enforce compliance with parking or speeding regulations.

**ESSENTIAL DUTIES**

Supervises employees involved in enforcing compliance with parking/speeding regulations, monitors enforcement activities to ensure compliance with all governing laws and regulations, and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Works with various internal and external customers to resolve complaints and/or problems and answers a variety of questions/concerns.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, monitors the vendor's compliance with contract and suggests appropriate changes to correct problem situation(s).

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** - Displays a high standard of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

**Problem-Solving** - Identifies and analyzes problems using sound reasoning to draw conclusions and finds alternative solutions to complex problems by distinguishing between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

**Reading** - Understands and interprets written materials including technical information, rules, regulations, instructions, reports, charts, graphs, and/or tables and applies what is learned from written materials to specific situations.

**Leadership** - Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Flexibility** - Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** - Implements diversity policies for subordinate staff, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among diverse persons.

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings, and capabilities of others, and adjusts approaches to suit different people and situations.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Self Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of supervisory principles and practices sufficient to be able to perform the elements of supervision.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

***Working Environment:***

Pressure due to multiple tasks.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Three years of public contact experience involving the enforcement and/or explanation of laws, rules, and regulations.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for two years of the minimum experience requirement.

***Licensure and/or Certification:***

Possession of a valid driver's license at the time of application.

Completion of a Career Service Authority supervisory training courses prior to completion of the probationary period.

Ability to obtain and maintain the Special police credential issued by the City Manager of Public Safety within the first 30 days of employment.

## CLASS DETAIL

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**REVISED DATE:** 12/11/2011

**REVISED BY:** Blair Malloy

### **CLASS HISTORY**

3/2005 - This class was originally established on September 16, 1995, to include positions at Parking Management of Public Works. This revision includes positions at the Photo Radar Unit at the DPD.

07/2009 – The class specification was updated and the compensation rate reviewed.

12/4/11 – Revised minimum qualifications to attract a larger supervisory pool.

12/11/11 – Further revised minimum qualification.