

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: PARKING SUPERVISOR
DEPARTMENT: POLICE
REPORTS TO: DEPUTY POLICE CHIEF--ADMINISTRATION

JOB CODE: 3007
DATE: 06/13

JOB SUMMARY:

Oversees the daily functions of the Parking Division within the Police Department to include, but not limited to, enforcement, collections, meter maintenance and personnel. Responsible for performing the administrative and supervisory tasks associated with the parking function.

ESSENTIAL JOB FUNCTIONS:

Supervises and coordinates Parking Division activities; monitors daily and monthly activity reports.

Responsible for the proper enforcement and review of all applicable department policies, city ordinances, and state statutes.

Observes and properly documents the performance of subordinates; responsible for the timely completion of employee performance reviews; recommends personnel actions and counsels employees when appropriate; attempts to lead, motivate, and maintain a high level of morale among the staff to sustain harmony within the division.

Investigates and mediates complaints, and conducts administrative hearings regarding parking tickets issued by the Parking Enforcement Officers, and Police Officers.

Develops and maintains positive working relationships with supervisors, peers, subordinates, court personnel, and other city staff.

Implements parking policy as determined by the Chief of Police and/or the Director of Redevelopment, Downtown Services and Special Projects.

Responsible for all purchases for the Parking Division.

Facilitates the payroll process, miscellaneous billing, and reconciliation of kiosk credit card transactions for the Parking Division.

Participates in Oral Boards and conducts background investigations for parking employee candidates.

Ensures that subordinates receive proper training.

Performs uniform inspection of staff and ensures that all assigned equipment is used properly and maintained in proper working order.

Testifies before the Concord District Court or any other appropriate review or regulatory board.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Desktop/Handheld Computer	Departmental Vehicle	Telephones
Parking Meters/Kiosks/	Office Equipment	Portable Radio

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree with a minimum of three - five years of progressively responsible related experience or, any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Valid State of New Hampshire Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Applicable state, federal, and local laws, rules, and regulations.

Methods and techniques of research, statistical analysis, and report presentation.

Computer applications related to the work.

Theories, practices, and procedures relating to the parking system operation and maintenance.

Personnel practices and applicable legal considerations.

Skill in:

Interacting tactfully and effectively with other employees and the public.

Operation of related parking computers, devices, and applicable software programs.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Analyzing and resolving administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of assigned staff with a minimum of direction.

Preparing clear and concise reports, correspondence, and other written materials.

Mental and Physical Abilities to:

Tactfully and effectively interact with the public.

Effectively and accurately enter and retrieve data from computers.

Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.

Write reports, correspondence, and procedure manuals.

Apply concepts such as fractions, percentages, probability, and statistical inference, ratios, and proportions to practical situations.

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Define problems, collect data, establish facts, and draw valid conclusions.

Research, analyze, develop, recommend, and implement effective programs, policies, and procedures.

Conduct fieldwork by walking or driving to supervise staff and review community parking issues.

Read and understand English.

Perform duties while typically sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light and heavy objects.

Working Conditions:

The work is performed in an office and in the field.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.