

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Parking Manager

Department: Administration

Pay Grade: 511

FLSA Status: Exempt

Job Code: A610

JOB SUMMARY

The City Parking Manager will oversee and manage all operations related to municipal parking facilities, on-street parking, and permit issuance. This role involves strategic planning, coordination of maintenance and enforcement activities, customer service, and compliance management to ensure efficient, effective, and safe use of public parking resources. The Parking Manager will play a critical role in developing practices that align with the city's goals, including revenue optimization and economic development

ESSENTIAL JOB FUNCTIONS

- **Operations Management:**
 - Oversee daily operations of city-owned parking facilities, on-street parking areas, and special event parking.
 - Develop and implement systems to monitor occupancy, turnover, and performance metrics across all parking assets.
 - Coordinate maintenance schedules and ensure facilities meet safety, cleanliness, and accessibility standards.
- **Staff Management and Training:**
 - Lead a team of parking attendants, enforcement officers, and administrative staff.
 - Conduct training programs focused on customer service, safety, and compliance.

- Supervise, evaluate, and provide continuous performance feedback to staff.
- **Policy and Strategy Development:**
 - Collaborate with city departments to develop practices that support city mobility, sustainability, and accessibility objectives.
 - Review and recommend updates to parking fee structures, permit regulations, and enforcement policies based on data insights and city goals.
 - Analyze parking data to identify trends, capacity issues, and opportunities for revenue growth or operational efficiency.
- **Customer Service and Stakeholder Engagement:**
 - Serve as the primary point of contact for customer inquiries, complaints, and conflict resolution.
 - Engage with local businesses, residents, and city officials to understand parking needs and address community concerns.

Develop and implement customer education programs on parking policies, permit systems, and payment options
- **Financial and Budget Management:**
 - Prepare, manage, and monitor budgets for parking operations.
 - Track revenue from parking management systems, permits, and citations, and ensure accurate financial reporting.
 - Identify opportunities for cost reduction and revenue enhancement while maintaining service quality.
- **Technology and Innovation:**
 - Evaluate and recommend technological advancements, such as automated payment systems, parking guidance systems, and mobile applications to enhance customer experience and operational efficiency.
 - Oversee the integration and maintenance of parking management software and systems.
- **Compliance and Enforcement:**
 - Ensure adherence to local, state, and federal parking regulations.
 - Implement and enforce policies for parking citations, towing, and dispute resolution.
 - Manage and optimize on-street parking enforcement processes and compliance monitoring.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Business Administration, Urban Planning, Public Administration, or a related field.
- A minimum of 5 years of experience in parking management, facilities management, or transportation, plus 2 years' experience in a supervisory role. Any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.
- Proficiency in budgeting, financial analysis, and data-driven decision-making.
- Experience with parking management software and technology solutions is recommended.
- A strong background in operations, customer service, and municipal regulations is highly preferred.

Licenses or Certifications:

- A valid State of Georgia driver's license is required.

Knowledge, Skills and Abilities:

- Strategic and analytical thinking
- Customer-focused and community-oriented approach
- Proficiency in data analysis and performance metrics
- Strong organizational and project management skills
- Ability to handle conflict resolution and foster a collaborative team environment
- Excellent leadership, communication, and customer service skills.
- Strong knowledge of parking and transportation systems, regulations, and best practices.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.