

PARKING ENFORCEMENT FIELD SUPERVISOR

60280
(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for supervising the staff of the Parking Enforcement Bureau of the City of Syracuse. The employee works under administrative supervision to coordinate, assign, schedule and supervise the work of a number of Parking Checkers and a Parking Enforcement Specialist. The employee works with some independence and initiative to monitor the daily activities of staff to insure the most efficient and effective productivity and coverage. The employee prepares both oral and written reports including procedural manuals and conducts activity analysis. Does related work as required.

TYPICAL WORK ACTIVITIES

Monitors the daily activities of a large number of parking enforcement staff patrolling their assigned routes.

Reviews activity reports and makes recommendations for changes and revisions.

Establishes and assigns routes to enforcement staff and reviews performance to ensure compliance to established policies and contractual procedures.

Schedules enforcement staff and reviews leave time requests to maintain adequate coverage.

Prepares and maintains a procedural manual which includes ticket writing, booting and towing vehicles, enforcement practices and responsibilities.

Collates information and maintains and updates a list of vehicles which can be “booted” by the Parking Enforcement Specialist; directs said employee on booting issues.

Receives and deals with citizen complaints and other public input regarding parking enforcement matters; receives reports on parking meter issues and sign concerns and notifies appropriate repair staff; follows up on repair and maintenance targets.

Conducts enforcement activity analysis and establishes practice codes for staff.

Prepares and conducts performance reviews and participates in employee relations issues.

Works with bureau administration on all enforcement matters and activities and reports on same both orally and in writing.

May issue parking tickets and affixes “boot” to vehicles when regular staff are not available or on an emergency basis.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the policies and procedures of the parking enforcement function.

Good knowledge of the rules and regulation of parking enforcement.

Working knowledge of the rules and procedures of supervision.

Working knowledge of the geography of the city of Syracuse.

Ability to supervise, instruct and train subordinate parking enforcement staff in an effective manner.

Ability to plan and implement changes and to make recommendation on adjustments to policy and procedure.

Ability to maintain complex records and prepare periodic reports from these records.

Ability to evaluate and motivate staff.

Ability to assign, delegate and schedule work.

Ability to use common office equipment and learn specialized field equipment.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

Promotion:

One (1) year of permanent competitive class status in the title of Parking Enforcement Specialist.

Open Competitive:

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an associates degree; or,

B. Two (2) years of paraprofessional or professional level work experience, or its part time equivalent; or,

C. Two (2) years of work experience, or its part time equivalent, in parking enforcement activities; or,

D. An equivalent combination of training and experience as defined by the limits of A, B, and C above.

11/2004 Date of Original Composition