



Job Title: Parking Director
Department: Parking
Location: 300 Broadway, Revere, MA 02151
Hours: Mon to Thurs, 8:15am to 5:15pm / Fri. 8:15am to 12:15pm.
May require occasional nights and weekends
Salary: \$75,000 - \$95,000 Annually. This is a union position.

DESCRIPTION:

The Parking Director is responsible for administering the parking control program of the City of Revere and directly managing the staff members of the Office of the Parking Clerk, including Parking Control Officers, Parking Meter Technicians, the Hearings Officer, and other supporting staff. The Parking Director responds effectively to questions about parking violations, has extensive knowledge of the City's parking ordinances and regulations and Massachusetts General Laws Chapter 90, Sections 20A½ - 20E, resolves disagreements through an adjudication process, deters illegal parking by successfully collecting parking violation fines, and manages the resident sticker parking and parking permit programs.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Hires, schedules, trains and supervises all Parking Department employees.
- Successfully utilizes parking control software to facilitate the collection of violation fines, issue resident parking permits, and run various reconciliation reports.
- Maintains close communication with the Parking Control Officers, Parking Meter Technicians, Police Department, and the parking control software/hardware vendor.
- Creates and presents annual budget for the Parking Control Department.
- Performs financial accounting maintenance of all in-house collections including parking permits, violations, and meter collections and assumes responsibility for deposits and departmental reports.
- Manages the issuance of resident parking permits and other parking permits.
- Responds to and makes dispatch calls to Parking Control Officers and Parking Meter Technicians regarding parking violation complaints and broken parking meters; conducts field investigations related to complaints if necessary.
- Determines whether vehicles need to be ticketed or towed.

- Arranges to repair damaged parking meters and meter poles and reports missing parking ordinance related signage to the Department of Public Works.
- Facilitates the maintenance of the Parking Control vehicle fleet.
- Coordinates with other departments regarding parking needs for public events.
- May represent the City at meetings or other events where parking related matters are being discussed.
- Answers the public's questions regarding parking regulations in a courteous, respectful and professional manner.
- Makes parking policy recommendations to the Mayor and other authorities.
- Implements and manages policy changes.
- Verifies ticket errors submitted by Parking Control Officers.
- Oversees parking ticket appeals.
- Performs other related duties as required

QUALIFICATIONS:

- Graduate of a four-year college with a bachelor's degree in business or office administration, business management or related field preferred.
- Five to seven (5-7) years of related experience with parking related positions, ideally within a municipality, or related work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Should have a strong knowledge of Revere geography and City streets.
- Revere residency preferred.
- Excellent communication skills.
- Proven ability to remain calm, think under pressure, and react quickly.
- Bi-lingual English Spanish (both written and spoken) preferred.
- Must have a valid driver's license.
- Willingness to work a flexible schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Candidate will be expected to know all parking regulations of the City of Revere, Massachusetts General Laws Chapter 90, Sections 20A½ - 20E, and policies, procedures, software, and hardware utilized by the Office of the Parking Clerk.
- Knowledge of the City's geography and street locations.
- Knowledge of personnel and business management techniques; knowledge of accounting and record keeping techniques.

Skills:

- Skilled in the use of handheld parking violation devices, printers, and two-way radios.
- Computer operation, automated data processing and software skills.
- Creative thinking, listening and problem-solving skills.

Abilities:

- Ability to exercise discretion, initiative, and independent judgment.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public.
- Ability to communicate effectively both verbally and in writing.
- Ability to represent the City of Revere in a professional and courteous manner while performing duties.
- Ability to plan, assign, motivate and supervise the work of others.
- Ability to utilize common office technology especially the Microsoft Office Suite of Products.
- Ability to work collaboratively with multiple departments.
- Strong organizational skills necessary.
- Ability to multi-task and self-start is necessary.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours but at times might include nights, weekends and/or holidays. Daily interaction with the public in-person, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed. The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Monday, June 28, 2021, at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.