



City of San Luis Obispo Parking Program Manager

Ideal Candidate Description

The ideal candidate for the City of San Luis Obispo Parking Program Manager role would be a dynamic individual with a keen understanding of parking management. This person would be a strategic thinker, capable of developing and implementing innovative parking solutions to enhance the overall SLO community experience for residents and visitors alike.

A successful candidate would possess a deep knowledge of parking policies, State of California regulations, and industry best practices, ensuring that the City's parking program aligns seamlessly with the community's needs. Parking experience in the state of California, specifically for a municipal agency, is highly desirable. Strong leadership skills are a must, as the Parking Program Manager would be responsible for overseeing a team of administrative staff, enforcement officers, and maintenance staff dedicated to operating efficient and customer-friendly parking programs.

Excellent communication and interpersonal skills are essential. The Parking Program Manager collaborates with various stakeholders, including City officials, business owners, residents, and visitors; to create a harmonious and effective parking ecosystem. The ability to navigate and balance the diverse interests and needs of different groups within the community is key to success in this role.

Strong project management skills are needed to ensure capital projects are developed and implemented in a manner that limits impacts to the customer's experience and integrates with existing parking technologies. The ideal candidate would also be an adept problem solver, capable of addressing challenges such as, revenue stabilization and sustainability initiatives. The Parking program is its own Enterprise Fund and this position will analyze, forecast, and administer operational changes to produce a balanced budget that sufficiently plans for current and future needs.

The City recently established a Mobility Services Division which includes Parking Services that is responsible for closing service gaps between vehicle, bicycle, and transit use throughout the City. A forward-thinking mindset and a commitment to creating a more sustainable and accessible local environment would set the ideal candidate apart. Overall, the City of San Luis Obispo Parking Program Manager should embody a blend of strategic vision, operational excellence, and community engagement to ensure that the city's parking program enhances the overall quality of life for its residents while supporting the economic vitality of the community.



City of San Luis Obispo
Parking Program Manager

SALARY	\$48.54 - \$60.68 Hourly \$3,883.00 - \$4,854.00 Biweekly \$8,413.17 - \$10,517.00 Monthly \$100,958.00 - \$126,204.00 Annually	LOCATION	City of San Luis Obispo, CA
JOB TYPE	Regular Full Time	DEPARTMENT	Parking Administration
OPENING DATE	01/02/2024	CLOSING DATE	1/29/2024 5:00 PM Pacific
FLSA	Exempt		

JOB DESCRIPTION

If you are selected for interviews, they will take place in person on Thursday, February 15, 2024, so please hold that date.

Please note: The City of San Luis Obispo is currently offering a lump-sum incentive for most positions which may be valued up to \$5,000 and in addition the City is also honoring service credit towards vacation accrual for completed public sector years of service. For those candidates who live 50 or more miles from San Luis Obispo County, relocation assistance up to \$10,000 may be available.

JOB SUMMARY:

Manages the Parking Enterprise Fund to ensure parking revenues offset expenditures and long-term debt. Develops, plans, manages, supervises and implements capital projects and rate studies to provide a high-quality parking program for the City. Plans, maintains, and operates parking structures, metered parking, parking districts and on-street parking. Promotes parking, excellent customer service, and enforcement of parking regulations in downtown and in neighborhoods. Researches policy and makes recommendations.

CLASS CHARACTERISTICS:

This single-position classification is responsible for the management of the City's parking division and is responsible for the City's on and off-street parking facilities, planning, operations, and maintenance. This classification is distinguished from the Deputy Director of Public Works by the latter's overall managerial accountability for a comprehensive transportation division. This classification is distinguished from the Parking Services Supervisor in that the latter is responsible for supervising and coordinating day-to-day operations of the City's parking system.

SUPERVISION

SUPERVISION RECEIVED AND EXERCISED:

The Parking Program Manager receives general direction from the Deputy Director of Public Works or Director of Public Works within a broad framework of policies and procedures and established organizational values and processes. Direct supervision is provided to the Parking Program Supervisor and the Supervising Administrative Assistant.

EXAMPLES OF DUTIES

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks that may be found in positions of this class.)

- Acts as the City's representative for the parking program to the Downtown SLO, Chamber of Commerce, Cal Poly, resident groups, other business, professional, and community groups, and the public.
- Analyzes, forecasts, formulates, and administers a balanced Parking Enterprise Fund with multiple programs and funding sources for preparation of the revenue and expense sections of the annual City budget and quarterly financial statements.
- Ensures a balanced budget with enough revenues to meet ongoing and long-term expenditures.
- Conducts public information outreach to set rates.
- Coordinates the promotion and marketing of parking opportunities in the city.
- Promotes the use of structured parking Downtown in compliance with existing and new ordinances in the City as well as the use of alternative transportation during busy parking facilities usage.
- Researches, plans, organizes, coordinates, and administers goals, objectives, policies, priorities, and regulations related to the development and management of parking programs and projects within the City.
- Prepares and evaluates responses to Requests for Proposals (RFP) and Invitations For Bids (IFB) for contract services that include but are not limited to: coin collections, citation processing and payment, elevator maintenance, lot and structure security, and cleaning, landscaping, and uniforms.
- Manages the performance of contractors selected to ensure high level of service is achieved.
- Manages, implements, updates, and maintains the City's Access and Parking Management Plan.
- Prepares reports related to parking issues and makes presentations to the City Council, City commissions, Downtown SLO, community organizations, and other stakeholders.
- Researches and proposes recommendations for innovative use of technologies to solve parking and access issues for the City and community.
- Reviews plans, specifications, designs, and cost estimates for a variety of parking projects in coordination with City engineers and/or contractors; may serve as project manager on capital improvement projects and environmental studies.
- Plans, organizes, administers, reviews and evaluates the work of staff; provides training and policy guidance and interpretation to staff.
- Develops and reviews policies as directed by Council related to the development and improvement of parking facilities in the City's Downtown and other areas; coordinates and oversees parking needs assessments.
- Interprets, explains, and enforces regulations, ordinances, and policies to developers, contractors, representatives of other agencies, and the public.
- Adjudicates parking citation administrative reviews, oversees administrative parking hearing process, and municipal court parking appeals.
- Manages the City's Residential Parking District program in the neighborhoods.
- Assesses parking issues and concerns in neighborhoods and develops solutions to resolve issues and enhance overall quality of life.
- Performs related duties similar to the above in scope and function as required.

KNOWLEDGE AND ABILITIES:**Knowledge of:**

- Principles and practices of project management.
- Principles and practices of promotion and marketing of services.
- Principles and practices of customer service.
- Operations, services, and activities of a parking program.
- Maintenance requirements of parking lots and structures.
- Principles and practices of parking management and management of capital improvement projects.
- Applicable laws, programs and ordinances regarding parking regulation and management.
- Principles and practices of budget development and administration sufficient to develop and administer multiple complex budgets with various funding types in a public agency setting.
- Analytical processes and written and verbal report preparation techniques.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Computer applications related to the work.

- Standard office practices and procedures, including the use of standard office equipment.

Ability to:

- Effectively communicate to resolve conflict and promote parking services and programs to the public, business owners, visitors, and tourists.
- Coordinate multiple projects at one time.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Effectively represent the City in contacts with contractors, governmental agencies, community groups and various business, professional, regulatory and legislative organizations.
- Work in a team atmosphere and participate on a variety of departmental and City-wide committees to enhance the provision of all City services.
- Manage, direct, coordinate and perform complex tasks, often with competing priorities.
- The ability to work independently and in teams.
- Plan, organize, administer, review, evaluate and personally participate in programs and capital improvement projects to improve parking within the City.
- Prepare, analyze and recommend parking fees, fines, loading zones and enforcement programs.
- Communicate clearly and concisely, both orally and in writing.
- Plan, organize, assign, coordinate, supervise and evaluate the work of assigned City and contract staff.
- Interpret, apply and explain complex laws, codes, regulations and ordinances.
- Prepare and administer public agency budgets and contracts.
- Work in a standard office setting.

TYPICAL QUALIFICATIONS

EDUCATION AND EXPERIENCE:

Graduation from a four-year college or university with major course work in business or public administration, urban planning, civil engineering, or a field related to the work;

and

Four years of professional experience in an administrative, program or project management, engineering, planning, or parking role, including two years in a supervisory role.

or

An equivalent combination of education and experience.

Possession of an advanced degree and experience in a public agency setting are desirable.

POSSESSION AND MAINTENANCE OF:

- A valid California class C driver's license and a satisfactory driving record.

THIS POSITION WILL BE REQUIRED TO COMPLETE THE FOLLOWING BEFORE A FINAL OFFER IS MADE:

- Livescan Fingerprinting (DOJ & FBI)

Agency

City of San Luis Obispo

Address

990 Palm St

San Luis Obispo, California, 93401

Phone

805-781-7018

Website

<http://www.slocity.org>

Parking Program Manager Supplemental Questionnaire

***QUESTION 1**

Which of the following best describes your highest level of education?

- Master's degree or higher
- Bachelor's degree
- Associate's degree or vocational equivalent
- Some college
- High School
- None of the above

***QUESTION 2**

Did you major in one of the following fields?

- Business Administration
- Public Administration
- Urban Planning
- Civil Engineering
- Other Field - Related
- Other Field - Unrelated
- N/A - Did not attend college

***QUESTION 3**

If you answered "Other Field - Related" or "Other Field - Unrelated" to the previous question, please explain. Otherwise, please put "N/A".

***QUESTION 4**

How many years of professional experience do you have in an administrative, program or project management, engineering, planning, or parking role?

- 8 years or more
- 7 years to 7 years 11 months
- 6 years to 6 years 11 months
- 5 years to 5 years 11 months
- 4 years to 4 years 11 months
- 3 years to 3 years 11 months
- 2 years to 2 years 11 months
- 1 year to 1 year 11 months
- Less than 1 year
- No Experience

***QUESTION 5**

Please explain your professional experience in an administrative, program or project management, engineering, planning, or parking role in detail.

***QUESTION 6**

Does your experience in an administrative, program or project management, engineering, planning, or parking role include experience in a supervisory role?

- Yes
- No

***QUESTION 7**

If you answered "Yes" to the previous question, how many years of experience do you have in a supervisory role? If you answered "No", please select "No Experience".

- 6 years or more
- 5 years to 5 years 11 months
- 4 years to 4 years 11 months
- 3 years to 3 years 11 months
- 2 years to 2 years 11 months
- 1 year to 1 year 11 months
- Less than 1 year
- No Experience

***QUESTION 8**

Please explain your lead or supervisory experience. If you answered "no experience" to the previous question, please put "N/A".

***QUESTION 9**

Do you have professional work experience in a public agency setting? If yes, please explain in detail. If no, please put N/A. (desirable, not required)

***QUESTION 10**

Do you possess a valid California class C driver's license and a satisfactory driving record?

- Yes
- No

*** Required Question**