

DEPUTY DIRECTOR OF ENFORCEMENT
(Albany Parking Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for a variety of professional duties involving supervising unionized employees issuing parking citations, oversight of the scofflaw immobilization (“booting”) program and the posting of both temporary and permanent signage throughout the City of Albany. Work is performed under the general supervision of the Director of Enforcement. General supervision is exercised over enforcement staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Supervises activities of Public Service Officers and Traffic Safety Aides to include monitoring and evaluating performance, conducting training and scheduling shift coverage, days off and vacations;
- Investigates and mediates complaints from public regarding performance of Public Service Officers and Traffic Safety Aides or application of parking enforcement regulations and traffic codes;
- Maintains records of Service Officers and Traffic Safety Aides daily activities to include total citations issued. Compiles data and prepares a variety of statistical and narrative activity reports;
- Reviews tickets issued and daily officer reports;
- Investigates signage complaints;
- Responds to in-person complaints;
- Maintains and issues supplies and equipment as necessary;
- Trains staff in work procedures, counsels employees regarding work performance, writes performance evaluations and prepares documentation of disciplinary problems;
- Responds to complaints on the telephone and in writing;
- Investigates complaints received regarding parking enforcement activities, including field observation of conditions;
- Assists in preparation and updating of work procedures;
- Assists in the coordination of parking arrangements for special events;
- May attend meetings with community groups and other city departments;
- Interviews potential candidates for open Enforcement related positions;
- Works closely with Emergency No Parking Coordinator to ensure ENP signs are posted accurately;
- Maintain and update internal project trackers for enforcement related APA projects;
- Maintains and updates spreadsheets relating to scoffs which tracks which individuals have paid their violation fines;
- Monitor vehicles and hand held GPS systems to ensure Service Officers and Traffic Safety Aides are performing required tasks;
- Checks the Department of Motor Vehicles database to confirm information for towing purposes;
- Manages in and out key entry for the enforcement trailer;

- Assigns badge numbers to new hires and informs the Albany Police Department to update their records as well;
- Serves as a backup for compiling data needed for Board Meetings and Quarterly Reports;
- Notifies Albany Police Department regarding vehicles parked with no license plates;
- Collects tickets issued by the Albany Police Department at various police stations and drops them off at City Hall;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Assign, supervise, review and evaluate the work of others;
- Train others in work procedures;
- Evaluate work routes, workload and procedures and recommend effective alternatives.
- Interact tactfully and effectively with those encountered in the course of the work, including hostile and irate citizens;
- Maintain records and prepare clear and concise instructions, memos, procedures and reports;
- Use sound independent judgment within established guidelines; and
- Read, interpret and apply parking codes and ordinances.

MINIMUM QUALIFICATIONS:

An undergraduate degree (Bachelor's or Associates degree) and at least three years of management or supervisory experience in the parking industry. Enforcement experience is preferred. Basic business data processing principles and the use of word processing or personal computing equipment is required. An equivalent combination of education, training and/or experience which provides an equivalent background will be considered.

SPECIAL REQUIREMENT

Must possess a valid driver's license, maintain a valid driver's license throughout employment and have a satisfactory driving record. Must be willing to work evening, night and weekend shifts when necessary. Must be willing to work outdoors in all weather conditions.