

OPERATIONS MANAGER

(Albany Parking Authority)

DISTINGUISHING FEATURES OF THE CLASS: The Operations Manager has responsibility for all Albany Parking Authority off-street facilities, parking meters and primarily reports to the Director of Operations for matters relating to scheduling and operations. This position is responsible for managing, coordinating and maintaining the operations of an in-house administered parking facility in an efficient and courteous manner in accordance with all Parking Authority guidelines and standards. This position requires the supervision of others.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Manages, implements and supervises all daily parking operations;
- Organizes, maintains and reconciles various financial records, both manually and through automated methods;
- Trains, supervises, counsels, schedules and evaluates operations staff;
- Manages setup of special event parking programs;
- Provides technical assistance and work direction to support personnel;
- Prepares daily reports of transactions and financial activities;
- Inspects all facilities daily (or as needed);
- Maintains revenue control systems, monitors and meters;
- Monitors facilities to assure optimum occupancy and that suitable enforcement is performed;
- Reviews facility operations to improve and modify staffing and money handling;
- Supervises and manages equipment maintenance;
- Responsible for special event staff scheduling and signage;
- Reports on any facility damage;
- Assists in collecting, recording and depositing revenues received at the facilities;
- Performs snow removal tasks by plowing and/or manual removal;
- Performs other duties as assigned;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of record-keeping procedures and practices;
- Good knowledge of personnel policies and procedures;
- Good knowledge and ability in the use of a calculator, computer and software applications;
- Good knowledge of personal computers and office equipment;
- Ability to plan and supervise the work of others;
- Ability to maintain records and to prepare accurate reports and correspondence;
- Ability to exercise initiative and sound judgment;

- Ability to establish and maintain effective and appropriate relationships with the public, City of Albany departments, other authorities, agencies and employees;
- Ability to prepare and interpret narrative and tabular reports;
- Ability to communicate effectively verbally and in writing;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and Three (3) years of full-time paid experience in management of operation or maintenance of revenue control equipment or management of parking facility experience; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and Four (4) years of full-time paid experience in management of operation or maintenance of revenue control equipment or management of parking facility experience; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and Five (5) years of full-time paid experience in management of operation or maintenance of revenue control equipment or management of parking facility experience.

SPECIAL REQUIREMENT:

A valid NYS Driver's License is required at the time of appointment and for the duration of employment.