

PARKING METER OPERATIONS SUPERVISORDEFINITION

Under direction, plans, organizes and supervises the Parking Meter Operations unit of the Downtown Development Division; participates in and is responsible for timely collection of revenue, repair of parking meters, and ensuring efficient maintenance of downtown district.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Develops and assigns daily collection routes; on a designated route, collects and prepares parking meter revenue for deposit and delivery to authorized armored vendors. Inspects, troubleshoots, assigns and/or performs parking meter calibration and repair. Removes broken parking meters/poles and installs replacements. Responds to questions and concerns from public, both orally and in writing. Communicates from field through use of hand-held radios. Resolves more complex problems reported by staff; conducts investigations and reports findings to Downtown Development Manager and Police Department. Ensures implementation of aesthetic standards for downtown area by assigning and/or performing a variety of duties, such as painting parking stalls and washing down sidewalks with pressure washer. Operates City vehicles to inspect routes and haul equipment and tools. Oversees establishment of preventive maintenance schedule; maintains inventory of tools and parts; orders replacements as needed to ensure timely meter repair. Operates personal computer to generate a variety of reports regarding meter revenue, expenses, and other information. Confers with Downtown Development Manager to establish unit's priorities relating to Agency and City objectives; assists with preparation and monitoring of unit budget. Trains and instructs technicians in safe practices for installation, operation and repair of parking meters and other equipment; implements Total Quality Service training in unit operations. Participates in employee selection process; supervises, assigns, and reviews work of full-time and part-time staff; completes performance appraisals; counsels and disciplines subordinate employees. Performs other related functions as required.

DISTINGUISHING FEATURES OF THE CLASS

This is the first line working supervisory classification in the Parking Meter Technician series. This class is distinguished from the higher level Downtown Development Manager in that the latter class performs primarily administrative and management functions, and from the next lower classification of Parking Meter Technician II in that the II is the journey level classification in the Parking Meter Technician series. The Parking Meter Operations Supervisor oversees the daily activities of the parking meter operations unit, and performs related functions as necessary.

RECOMMENDED MINIMUM QUALIFICATIONS

Completion of the probationary work test period and three years as a Parking Meter Technician II with the City of Santa Ana; or five years of progressively responsible experience in the skilled repair of small engines, clocks and/or mechanical devices, three of which must have been in the repair of parking meters, in a lead or supervisory capacity; or any equivalent combination of training and experience which provides the following knowledge, skills and abilities:

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Thorough Knowledge of: principles and practices, tools and equipment used in the installation, general maintenance, repair, calibration, and operation of parking meters; safe work practices; methods of appropriate cash handling procedures and recording revenue.

Knowledge of: principles and practices of supervision; common tools and equipment used in construction and maintenance work; business English and arithmetic.

Skill in: troubleshooting, repair and calibration of parking meters; collection and recording of parking meter revenues; the use of personal computers to input data and generate reports; effective use of tools and equipment used in installation of parking meters and maintenance of downtown district.

Ability to: plan and organize work of Parking Meter Operations unit; apply principles of Total Quality Service in unit operations; effectively train, supervise and discipline subordinate staff; apply mechanical, masonry/landscaping and plumbing concepts in repair and installation of parking meters; resolve complaints; answer questions and respond courteously to concerns raised by the public, both orally and in writing; issue parking citations and testify in court, as required; conduct investigations; establish effective working relationships with fellow employees, outside contractors, downtown business owners and members of the public in a culturally diverse community.

### Special Requirements

Must possess and retain a valid California Class C Driver's License as a condition of employment. Must be able to lift and carry materials weighing up to 100 lbs and perform duties requiring physical activity and extensive walking.

### Special Working Conditions

Work outdoors under varying climatic conditions. Must be able to work irregular hours and weekends as needed.

### DESIRABLE CHARACTERISTICS

The successful performer is a natural leader who takes the initiative to resolve problems and promote efficiency in unit operations. Using the principles of Total Quality Service, this individual is an excellent supervisor who leads by example and motivates employees to achieve outstanding performance. Skilled in troubleshooting and meter repair, the Parking Meter Operations Supervisor can be relied upon to demonstrate good judgement and high ethical standards in all facets of his/her work in the Downtown District.

Class title established per Council Resolution No. 98-085,  
effective 12-1-98

Reviewed: 08/08

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