

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Stefanie Niesen
Work Phone:
2. Class Title (i.e. payroll title):
Parking Enforcement Supervisor
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Lt. Bitterman
Work Phone:
5. Department, Division & Section:
Police Department/Parking Enforcement
6. Work Address:
7. Hours/Week: 38.75
Start time: End time:
8. Date of hire in this position:
June, 2008
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible supervisory and administrative work in the development and implementation of the Police Department's 24/7 Parking Enforcement program. As the Unit supervisor, this employee will hire, train, assign, direct, evaluate and discipline Parking Enforcement Officers; participate in and/or recommend the development of related policies, procedures, and systems; represent program interests in a variety of inter/intra-agency committee work; and perform related administrative tasks. Work is performed within established guidelines and under the general supervision of a Police Lieutenant or Captain. Incumbents in this position may be required to respond to calls that arise outside regular work hours.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Direct and supervise the work of employees engaged in diverse parking enforcement activities requiring technical knowledge of City Parking Ordinances.
1. Hire, train, evaluate, counsel, and assign permanent full-time Parking Enforcement Leadworkers and Parking Enforcement Officers. Additionally, annually work with Human Resources in the hiring process for 11 hourly Alternate Side Parking Enforcement Officers.

2. Coordinate regular beat picks for all Parking Enforcement Officers, including determining appropriate staffing levels, routes, and shifts.
 3. Oversee and monitor the work of a diverse staff of Parking Enforcement Officers, Leadworkers, and hourly personnel spread throughout the City.
 4. Participate in labor relations activities relative to Parking Enforcement staff, including processing grievances and participating in related arbitrations as required.
 5. Develop and administer training for Parking Enforcement personnel relative to City of Madison Parking Ordinances, operating procedures, administrative requirements, radio use, and other related activities.
 6. Maintain list of approved uniform apparel for Parking Enforcement staff and communicate any changes to the staff.
 7. Conduct new hire orientation for hourly personnel.
 8. Oversee daily briefings for staff and prepare related documentation, including making schedule/assignment modifications required to respond to unanticipated absences.
 9. Provide direction, respond to questions, and clarify policies, procedures, and interpretations to Parking Enforcement staff in the field and in the office, including creating, updating, and enforcing guidelines, procedures, and policies.
 10. Provide input to Command Staff for operating budget requests for Parking Enforcement staff, including appropriate staffing levels.
 11. Oversee payroll for Parking Enforcement staff, including telestaff entries and overtime approvals.
 12. Enter calls to be dispatched through the Dane County dispatch system, as required.
- 25% B. Respond to issues, concerns and public complaints related to Parking Ordinances.
1. Oversee the ticket review process for contested tickets; review the circumstances surrounding issuance of the ticket, including coordinating review of the area in question, letters to the affected parties, and other communications regarding available options.
 2. Work with the City Attorney's Office to discuss the City's Parking Ordinances, recommend changes, address questions/concerns, and develop appropriate interpretations of the ordinances.
 3. Meet with the Finance Department, City Attorney's Office, Mayor's Office, and other related staff to discuss changes to parking fines.
 4. Coordinate and recommend signage changes or raise signage problems with Traffic Engineering and/or the Parking Utility to address concerns.
 5. Respond to issues, concerns, and public complaints related to parking enforcement issues.
 6. Develop and recommend policies and procedures for Parking Enforcement activities.
- 20% C. Manage special parking programs for the City.
1. Oversee alternate side parking, including hire, train, orient, and schedule hourly leadworkers and officers.
 2. Coordinate public information relative to alternate side parking, including communications on the rules, snow emergencies, and other pertinent information.
 3. Oversee and coordinate snow emergency towing package, including working directly with the Streets Superintendent in identifying areas of the City that will be affected by towing, and coordinating the towing with the City's towing contractor.
 4. Coordinate parking restriction plans for special events (i.e. Freakfest, marathons, Rhythm and Booms) with involved District Commanders, and with appropriate jurisdictions, including the University of Wisconsin (UW Football). Create the parking plan, coordinate appropriate signage and towing, and assign staff as required.
 5. Oversee the Disabled Parking Enforcement Assistance Council in addressing disabled parking violations throughout the City. Provide training for the Council on Parking Enforcement ordinances, policies, and regulations.
 6. Work in partnership with the Madison Metropolitan School District on developing parking/traffic safety plans for each school. Provide recommendations on appropriate signage, in conjunction with Traffic Engineering, and attend school meetings to provide information on parking regulations. Evaluate effectiveness of plan and recommend any changes needed. Assign staff to school zone enforcement as appropriate.
 7. Track overtime and towing costs for special events to ensure proper billing of staff time.

- 15% D. Work with MPD Fleet Manager regarding replacement and maintenance of Parking Enforcement vehicles and equipment.
 1. Maintain inventory of Parking Enforcement vehicles.
 2. Research, develop, and implement new technologies and equipment for improvement of enforcement systems.
 3. Manage, maintain, record, and download autocite and autochalk system.
 4. Research and recommend equipment purchases for Parking Enforcement.
 5. Develop and evaluate Requests for Purchase for new or replacement equipment.
 6. Serve as contact with vendors regarding service, equipment upgrades, and other issues that arise.
 7. Work with Parking Utility and other departments/divisions on new equipment that affects the Parking Enforcement program (i.e. multi-space meters)
 8. Research and provide information to command staff in developing budget requests related to equipment needs and/or upgrades.

- 10% E. Perform other work relative to the City's Parking Enforcement program.
 1. Participate in the development and evaluation in the RFP process for the City's towing contract.
 2. Purchase related materials for the program, including tickets and brochures.
 3. Develop informational materials for the Parking Enforcement program, such as brochures, leaflets, etc.
 4. Provide training for dispatchers to provide information regarding Parking policies and procedures.
 5. Provide training for Parking Utility staff in changes to parking enforcement ordinances, procedures or equipment that may affect their operations.
 6. Assist with Open Records requests as they relate to Parking Enforcement activities.
 7. Prepare related narrative and statistical reports and associated analysis on Parking Enforcement activities for the Police Chief, Finance Department, and other staff.
 8. Review reports for accuracy and determine any trends or problems that may affect Parking Enforcement activities.
 9. Attend inter- and intra-departmental committee meetings and represent program interests.
 10. Perform related work as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of all related parking regulations, ordinances, statutes, and restrictions, and enforcement policies, procedures, and practices. Working knowledge of the geography of the city. Working knowledge of supervisory practices, policies and procedures. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to provide leadership to parking enforcement personnel; hire, train, assign, respond to enforcement issues, evaluate work performance, and otherwise perform the full range of first-line supervisory responsibilities. Ability to prepare related administrative reports, and to assist in unit management. Ability to provide necessary coordination between supervisors and enforcement staff. Ability to utilize computers in retrieving related programmatic information. Ability to direct special parking enforcement programs. Ability to represent program interests in a variety of committees. Ability to interpret ordinances, statutes, and regulations. Ability to exercise discretion in applying rules, policies and procedures. Ability to communicate/explain ordinances, regulations, statutes, and enforcement policies to offenders and the public, and formally respond to complaints. Ability to maintain accurate records and to prepare routine reports. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to hear and speak clearly while operating a two-way radio. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Valid State of Wisconsin Drivers license.

15. Physical requirements:

Expected to travel throughout the City in order to review parking signs and regulations. Attend meetings of various civic organizations and school groups, including meetings outside regular work hours—nights and weekends. Incumbent must be flexible in being available during special events and alternate side parking.

16. Supervision received (level and type):

General

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.