

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Alan Wedel, Vacant, Vacant

Work Phone:

2. Class Title (i.e. payroll title):

Field Operations Supervisor

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Parking Field Operations Manager

Work Phone:

5. Department, Division & Section:

Transportation, Parking, Field Operations

6. Work Address:

1120 Sayle St.

7. Hours/Week: 40/week

Start time: End time:

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

The Parking Field Operations Supervisors directly oversee lead workers, field staff, maintenance staff, and administrative staff in maintenance, collection, and customer service in city garages, parking lots, and on-street metered parking spaces. Many staff work closely with parking residents and visitors by providing exceptional customer service in response to their parking needs. These positions are responsible for ensuring the Parking Facilities are welcoming, in working order, and safe for our customers.

11. Position Summary:

This is responsible supervisory work in directing and coordinating the work of a large group of permanent and hourly field and administrative staff in the Parking Division's Field Operations Unit. The work involves organizing, planning, and implementing daily work assignments and longer-term work projects through

operational lead workers, skilled and semi-skilled staff, mechanical personnel, and customer service staff. The work is performed under the general supervision of the Parking Field Operations Manager. It is characterized by the exercise of independent judgment and discretion to determine work methods, procedures, and problem solutions and is reviewed through reports, observation, and periodic discussions. Employees in this classification will be expected to perform manager-on-duty responsibilities as assigned during non-work hours.

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

- 50% A. Direct and supervise a large staff of permanent and seasonal/hourly employees, including lead workers and skilled and semi-skilled employees.
 - 1. Interview, recommend for hire, train, evaluate, and discipline technical, skilled, and administrative staff.
 - 2. Plan, direct, schedule and review the work of assigned staff, both directly and through lead workers.
 - 3. Develop, coordinate, review, and approve scheduled work hours, shifts, assignments, and locations for field staff.
 - 4. Develop work priorities; coordinate and assign work field and administrative staff. Monitor assignments for efficiency, quality and timeliness.
 - 5. Develop and administer training for personnel relative to operating procedures, administrative requirements, maintenance and repair, revenue collection, and other related activities.
 - 6. Interview, hire, evaluate, and terminate seasonal/hourly employees.
 - 7. Manage employee grievances, disciplinary issues, and performance issues, making effective recommendations to the Parking Field Operations Manager.
 - 8. Oversee cross-training within the Parking Division to cover absences and develop employees' skill sets for future promotional opportunities.
 - 9. Recommend and implement new procedures, policies, and standards for better utilization of equipment and employees.

- 20% B. Facilities Maintenance and Management
 - 1. Coordinate and supervise building mechanical and structural repairs and construction projects, and preventive maintenance programs at the parking ramps and garages.
 - 2. Compute estimates and actual costs of factors such as materials, labor, or outside contractors.
 - 3. Direct the operations and programs of the operations and maintenance staff, including the
 - 4. Project management of facility customer readiness, tracking what parts and assets were needed and ensuring new garage construction way finding, and signage is completed on a timely basis.
 - 5. Examine assets, systems, or facilities and analyze information to determine needed installations, services, or repairs.
 - 6. Compile operational records, such as time and production records, inventory data, repair or maintenance statistics, or test results.
 - 7. Direct, manage and coordinate the work and activities of contractors hired by the Field Operations Unit (security, snow removal, repair and maintenance).

- 20% C. Revenue and Access Control
 - 1. Develop, implement, and oversee policies and procedures for security, collection, counting and reporting of revenues.
 - 2. Identify and investigate revenue discrepancies related to collections. Work directly with staff to determine and resolve errors.
 - 3. Maintain accurate records of overages and shortages in revenues. Participate in potential theft investigations.
 - 4. Assist in developing operational traffic and parking plans related to special events that impact garages and lots.
 - 5. Develop, review, and implement special event staffing and revenue collection plans.
 - 6. Determine staffing needs during high-demand times at facilities.

- 10% D. Coordinate Equipment Repairs, Inventories, and Ordering of Supplies
1. Administer Field Operations uniform guidelines and list of approved items. Work directly with contracted vendors on ordering and billing issues.
 2. Manage Operations section's access and key inventory and handling procedures.
 3. Conduct needs assessment of equipment and materials.
 4. Oversee ordering of supplies for the Operations Section.
 5. Manage related office staff and functions.
 6. Serve as contact for vendors regarding service, equipment upgrades, and other issues related to Field Operations.

13. Primary knowledge, skills and abilities required:

- Thorough knowledge of the principles, techniques, methods, equipment, tools and materials commonly used in the area of responsibility.
 - Thorough knowledge of and ability to use computer software applicable to the duties of the position.
 - Thorough knowledge of the staffing requirements and efficient utilization of equipment and staff resources.
 - Thorough knowledge of the safety hazards of the work and methods of promoting a safe work environment.
 - Thorough knowledge of the full range of supervisory principles and practices, labor relations and personnel management.
 - Thorough knowledge of maintenance and repair methods and materials applicable to parking facilities and equipment, such as concrete repair, painting, hardware installation, parking meter and gate installation and repair, sign installation, snow and ice removal, etc.
 - Ability to manage a large staff of skilled and semi-skilled workers.
 - Ability to hire, train, assign, evaluate and discipline employees.
 - Ability to plan, supervise and inspect the work of subordinate supervisors and employees and maintain effective employee relations.
 - Ability to respond to and adjust employee grievances and perform other labor relations administration activities.
 - Ability to coordinate resources in normal and emergency situations to obtain desired results.
 - Ability to represent program interests in a variety of committees.
 - Ability to develop and implement operational policies, procedures, general practices and work standards.
 - Ability to prepare necessary reports and to maintain records and inventories as required.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to work with persons of varying cultural and ethnic backgrounds where communication may sometimes be challenging.
 - Ability to establish and maintain effective working and public relationships.
 - Working knowledge of building systems, such as security, emergency power, fire suppression and fire alarm control panels.
 - Working knowledge or familiarity with or experience in building mechanical (HVAC), electrical and plumbing.
 - Ability to interpret blueprints and diagrams.
 - Ability to maintain adequate attendance.
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14. Special tools and equipment required:

15. Required licenses and/or registration:

Possession of a Wisconsin driver's license or ability to meet the transportation requirements of the position.

16. Physical requirements:

The incumbent will be expected to occasionally work outside of regular work hours, including evenings and weekends, to provide supervisory coverage for all shifts.

Employees in this position will also be expected to physically travel to all city-owned parking garages to oversee operations as well as other City offices.

17. Supervision received (level and type):

Reports to the Parking Field Operations Manager, General Supervision

18. 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).

19. 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

20. 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

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.