

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Scott Briggs
Work Phone: 267-8750
2. Class Title (i.e. payroll title):
Parking Administrative Supervisor
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Vacant, Administrative & Finance Manager
Work Phone: 265-1147
5. Department, Division & Section:
Department of Transportation, Parking Division
6. Work Address:
215 Martin Luther King Jr. Blvd, Suite 109
7. Hours/Week: 38.75
Start time: 8:00 End time: 4:30
8. Date of hire in this position:
2022
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible professional, administrative, and supervisory work in the development, implementation, and operations of the Parking Division Customer Service Unit, which includes public communication, permit management, assisting with parking leases and contracts, customer billing, and management of the Department of Transportation's front office. The work involves the ongoing assessment, development, and maintenance of unit processes and procedures in context of departmental policy, improving efficiencies, billing systems, and customer service needs. The employee is expected to troubleshoot and resolve all manner of process and system deficiencies, customer service challenges, and intra/interdepartmental requests and concerns, and has the authority to determine whether information may be released in accordance with Wisconsin Public Records Law. Under the general supervision of the Administrative and Finance Manager, this work requires the exercise of judgment and discretion in the application of pertinent regulations; the development and administration of appropriate recordkeeping systems and procedures; and in the effective assessment, integration, and application of related technologies. This position serves as a member of the Parking Division Management Team and actively participates in formulating parking policies and resolving management issues.

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

40% A. **Program and Systems Administration**

1. Supervise the Parking Division's customer billing functions related to various permits, lease agreements, and meter reservations and usage.
2. Supervise, administer, and oversee the Residential Parking Permit Program, including managing permit requests, developing application processes and policies, and overseeing permit sales.
3. Assist in developing educational/informational materials to communicate program policies/procedures and/or program changes to residents and internal and external stakeholders, and coordinate with other staff responsible for updating information on websites and social media.
4. Perform audits on revenue collection and active permits, identify delinquent accounts and maintain detailed records for inventory control and fraud/theft prevention and detection.
5. Analyze, determine, and review customer requests; approve/deny requests; issue refunds.
6. Direct the work of staff responsible for distributing a variety of permits and on-street parking reservation programs.
7. Develop, implement, and review policies, procedures, and guidelines related to on-street reservations and various permit management programs.
8. Supervise and participate in all aspects of the receipt collection processes, including developing policies/rules for cash handling, reconciliation, and remittance processes.

20% B. **Supervise Transportation Office Administrative and Clerical Staff**

1. Plan, direct, schedule and supervise the work of staff comprised of Parking and Traffic Engineering employees in a broad range of activities.
2. Interview and recommend the hiring of staff.
3. Develop, update and maintain training materials for staff, including operating procedures.
4. Develop training schedules and train all staff on operating procedures.
5. Evaluate staff performance and develop approaches to improve the performance when necessary
6. Develop work priorities, coordinate and assign work to support staff, and monitor assignments for efficiency, quality, and timeliness.
7. Provide leadership and direction, respond to questions, and clarify policies, procedures, and interpretations.
8. Receive, investigate, review, and respond to public complaints.

20% C. **Purchasing and Receipts Payable/Receivable Processing for Transportation Department.**

1. Submit purchase requisitions and review staff purchase requests for compliance with City purchasing requirements and available budgets; advise staff of additional requirements needed to submit requisitions. Reconcile monthly P-card statements.
2. Maintain current knowledge of open departmental contracts, project accounts, capital projects and budgets, organizational and object codes to ensure proper allocation of revenues and expenses into the MUNIS financial accounting system.

20% E. **Office Management**

1. Monitor inventory of Transportation office supplies, forms and documents and purchase necessary supplies according to City purchasing guidelines.
2. Oversee agency file system. Establish office procedures and systems, and evaluate existing agency procedures and programs to recommend changes as appropriate.
3. Serve as administrative assistant to Department and Division Head (Transportation Director, City Traffic Engineer & Parking Director).
4. Participate in budget preparation and administration, coordinating purchasing and document administration section expenditures as necessary.
5. Serve as the division's records management coordinator. Review open records requests and determine if the records can be released by applying the balancing test and redacting if necessary.
6. Maintain knowledge of Wisconsin Open Records Law and Freedom of Information Act and work with the City Records Manager on the life cycle of records, e.g., storage and destruction.
7. Perform related work as required.

12. Primary knowledge, skills and abilities required:

- Thorough knowledge of practices, policies, and procedures relating to establishing and overseeing program administration, program evaluation and improvement, customer relations, and staff supervision.
- Working knowledge of labor relations and personnel management theories and techniques.
- Working knowledge of supervisory principles and techniques.
- Working knowledge of methods and practices used in financial, billing, revenue collection, and cash handling processes.
- Working knowledge of budgeting procedures and practices.
- Working knowledge of the full range of supervisory principles and practices, including hiring, training, performance management, and discipline.
- Working knowledge of, and ability to use and train others to use, computer software applicable to the duties of the position.
- Knowledge of Public Records laws and standards relating to releasing information and reports.
- Knowledge of related parking and municipal ordinances and statutes.
- Ability to utilize related computer systems and software to compile detailed reports.
- Ability to issue, explain, and follow written and verbal directions, policies, and procedures.
- Ability to provide leadership to unit personnel and the division at large.
- Ability to evaluate and develop systems and procedures and prepare necessary written documentation.
- Ability to prepare detailed and accurate documentation on unit work objectives.
- Ability to plan, develop, and implement programs, operating procedures, policies, and processes with a high degree of judgment and expertise.
- Ability to communicate effectively both orally and in writing.
- Ability to collect, organize and analyze data, maintain accurate records and ensure proper storage and disposal of confidential information.
- Ability to interpret ordinances and regulations and to exercise good judgment when discretionary decisions are required in applying rules, policies, and procedures.
- Ability to exercise discretion in applying rules and procedures.
- Ability to work independently and make sound decisions with little supervision.
- Ability to address, troubleshoot, and de-escalate all manner of customer service challenges in a professional and respectful manner.
- Ability to work effectively with multicultural populations.
- Ability to maintain adequate attendance.

13. Special tools and equipment required:

General office equipment including telephones, copiers, calculators, computers and related software, credit card equipment, fee computer/cash register, scanners, and fax machines.

14. Required licenses and/or registration:

15. Physical requirements:

The position may need to attend meetings outside the normal work schedule, including evenings. Otherwise, work is performed in a traditional office setting.

16. Supervision received (level and type):

Under the general supervision of the Parking Administrative and Finance Manager

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.