

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (TRANSPORTATION PLANNING & PARKING DIVISION – PARKING OPERATIONS – LOCATION – 80 MAIN ST. W.)

#### MANAGER, PARKING OPERATIONS

##### SUMMARY OF DUTIES

Reporting to Director Transportation Planning and Parking, the Manager, Parking Operations, is responsible for the delivery of all on and off-street parking programs and services, including the operation and maintenance of all parking facilities. They develop and recommend policies, procedures and new parking strategies and initiatives for immediate and long-term service delivery.

Accountable for establishing and achieving Sectional goals and objectives through the effective and efficient use of financial and staff resources. Uses a “best practices” approach in developing and delivering quality services in a timely and cost effective manner.

Evaluates and reports on the Section’s service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Uses strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development to achieve desired results.

##### GENERAL DUTIES

Leads an effective Section team, providing coaching and advice to subordinate supervisors and staff to optimize performance. Prepares work schedules, assigns duties to staff, establishes priorities, conducts staff hiring, monitors and evaluates staff performance, disciplines and trains staff, as well as assists in developing staff to their full potential.

Participates in strategic planning and direction of the Division.

Provides backup coverage for the Director, Transportation Planning and Parking as required.

Provides professional consultation, including reports, to Council and its Committees. Provides written and verbal reports of findings, actions and recommendations to Councillors’ offices, general public, senior management and external agencies.

Develops the annual operating and capital budgets for the section. Monitors current and capital expenditures and provides variance reports.

Responds to various Corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements. Provides informed and accurate advice and opinions on relevant technical, operational, financial and legislative issues.

Manages the general administration of the work area under his/her jurisdiction by developing and recommending new policies and procedures and monitoring existing ones to maximize utilization of section resources. Ensures compliance with Provincial Statutes and municipal by-laws.

Responsible for the overall co-ordination and delivery of parking operations by in-house and contractual staff, including researching, developing and recommending new policies, procedures and by-law regulations.

Ensure that the approach to development, delivery, evaluation and accountability of parking operations and new parking initiatives reflects sound business practices and incorporates industry best practices. Establishes performance measurements and service levels for key activities and initiatives.

Recommends and implements strategies to improve operations and technology and to advance long-range planning principles.

Assumes lead accountability and responsibility in directing all aspects of parking operations to meet current and long term needs.

Provides informed and accurate advice and opinions on relevant technical, operational, financial and legislative issues.

Ensure compliance with Corporate/Departmental/Divisional policies, procedures and safe working practices.

Establish and achieve sectional goals and objectives, through co-ordination with other departments, agencies and community groups, and the efficient use of staff and financial resources.

Actively encourage and support an engaged workforce which supports continuous improvement, customer service, innovation and the delivery of quality service.

Participate in labour relation issues including, negotiating labour disputes, interviewing and recommending appointments, etc.

Responsible for continually establishing priorities and monitoring progress of the gathering of information and preparation of reports to ensure completion by established deadlines.

Attend meetings and effectively communicate Division's position and provide a thorough and expeditious response and follow-up to directives assigned at meetings.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety and ensures that all employees perform work in accordance with the policies.

Perform other duties as assigned which are directly related to the responsibilities of the position.

## **QUALIFICATIONS**

1. Demonstrated experience related to managing municipal parking operations, normally acquired by a Community College Diploma in Transportation Engineering or a related technical field or a University Degree with progressive experience or an equivalent combination of education and relevant work experience.
2. Thorough knowledge of parking principles and practices, parking technology and parking industry trends.
3. Knowledge of Municipal Administration and various Municipal and Provincial policies and procedures.
4. Must possess strong organizational and time management skills. Must be available to work outside of a normal work schedule for both planned and emergency situations as needed
5. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
6. Highly developed analytical, technical and business planning skills.
7. Highly developed project management skills.

8. Highly developed budgeting and revenue forecasting skills.
9. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, PowerPoint) and networked client/server database management system.
10. Proven ability to write reports and present issues as required. Capable of representing the City of Hamilton Parking Section on various committees and speaking engagements as required.
11. Excellent interpersonal and communication skills and the ability to deal diplomatically with all levels of management, staff, elected officials and the public.
12. Possession of a valid Class "G" Drivers Licence preferred.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Knowledge of human resource management principles, collective agreements, health and safety legislation, attendance management system and all corporate policies and procedures.