

**Summary of Duties:** Directs a group of supervisors and other employees engaged in parking and intersection control activities of a Parking Enforcement Region in the Department of Transportation; may direct the City's Crossing Guard Program; or directs and coordinates the overall activities of the Parking Enforcement and Intersection Control Division or the Special Operations Division; assigns, reviews and evaluates the work of subordinates; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

**Distinguishing Features:** A Parking Enforcement Manager is responsible for the direction and supervision of the parking enforcement operations of a group of parking enforcement geographic areas. Primary responsibilities include the effective use of personnel in implementing and administering ticket writing operations and coordinating ticket writing operations with other parking enforcement activities, ticket processing and collection activities, the Los Angeles Police Department and other enforcement agencies, and concerned community groups.

As division head, an employee in this class organizes, plans, directs, and coordinates the overall operations and activities of the Parking Enforcement and Intersection Control Division or the Special Operations Division. Employees in this class recommend general policies, formulate work procedures, and analyze reports and recommendations of subordinates.

Incumbents in the class of Parking Enforcement Manager, as bona fide supervisors, are responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances, and evaluation of performance.

**Examples of Duties:**

**A Parking Enforcement Manager:**

Plans, directs, coordinates, and reviews the work of supervisors and other employees engaged in parking enforcement and intersection control activities;  
Instructs and confers with subordinate supervisors concerning regulations, policies, personnel use, safety, assignments, methods, procedures, problems, and special projects;  
Participates in planning and developing the ticket writing program;  
Makes studies, prepares reports, and makes recommendations on the policies, practices, goals, and priorities of the

ticket writing program;

Reviews recommendations of analytical support personnel regarding deployment, enforcement, and ticket processing;

Prepares, or assists in preparing, annual work programs, budget requests, and personnel utilization plans;

Coordinates ticket writing activities with other parking management sections, such as with other geographic areas, regulations analysis, ticket processing and collections, and with the Los Angeles Police Department and other enforcement agencies;

Promotes the ticket writing program by establishing rapport and maintaining liaison with the public, the residential and business communities, and other public and private agencies;

Reviews reports concerning complaints received from the public on parking ticket and enforcement practices and personally resolves the more difficult and sensitive complaints;

Evaluates effectiveness of Division programs and personnel;

Reviews and approves the assignment of personnel;

Reviews or recommends disciplinary actions;

Interviews supervisory candidates for employment;

Participates in the planning, developing, and implementing of training programs for parking enforcement personnel;

Represents the Transportation Department on parking enforcement related matters before Commissions, Council Committees, City Council, and other public and private organizations;

Communicates equal employment/affirmative action information to employees;

Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates;

Assists employees in preparing for promotion as described in the City's Affirmative Action Program;

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** Incumbents must have the following knowledges and abilities:

**A good knowledge of:**

Laws, ordinances, rules, regulations, policies, and standards applicable to parking enforcement activities of the City;

Organization, responsibilities, and functions of the parking management system in the City;

Supervisory and administrative principles and practices required to plan, direct, coordinate, and review parking enforcement activities;

Techniques available to maximize the utilization of human resources to benefit both the City and the individual;  
Supervisory principles and practices, including planning, delegating, and controlling the work of subordinates;  
Techniques of training, instructing, and evaluating subordinates' work performance;  
Techniques for counseling, disciplining, and motivating subordinate personnel;  
Procedures for grievance handling;  
Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City's Affirmative Action Program;  
Effective safety principles and practices;

**A working knowledge of:**

Laws and regulations related to equal employment opportunity and affirmative action;  
Memoranda of understanding as they apply to subordinate personnel;

**A general knowledge of:**

City personnel rules, policies, and procedures;

**The ability to:**

Plan, direct, and coordinate the work of groups of employees engaged in the ticket writing activities in several geographic areas;  
Formulate and administer Division work programs;  
Make studies, prepare clear, concise and accurate reports, and make sound recommendations;  
Deal tactfully and effectively with other employees and the public;  
Establish and maintain a work environment to enhance both employee morale and productivity.

**Minimum Requirements:**

1. Two years of full-time paid experience as a Senior Traffic Supervisor with the City of Los Angeles; or
2. Two years of full-time paid experience as a Parking Manager with the City of Los Angeles.

**License:** A valid California driver's license is required.

**Physical requirements:** Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; and good speaking and hearing abilities.

Those with medical limitations may be able to perform the duties

of some positions in this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

**Fair Labor Standards Act Status :**

All of the positions in this class qualify for an executive exemption from the minimum wage and overtime requirements of the Fair Labor Standards Act.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.**