

**Summary of Duties:** Directs and coordinates the City's parking enforcement and intersection control program which includes ticket writing, towing and impoundment, booting, and directing vehicular and pedestrian traffic; or directs and coordinates Crossing Guard services and special operation activities which include training, communications, vehicle information processing, special events, clerical support, and administrative services; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

**Distinguishing Features:** Under the Parking Administrator, a Chief of Parking Enforcement Operations is responsible for the administration and operation of the Bureau of Parking Enforcement or the Bureau of Crossing Guard and Support Services in the Department of Transportation. An employee in this class receives direction in the form of broad objectives and is evaluated in terms of results obtained. A Chief of Parking Enforcement Operations assists in the formulation of policies and procedures and is responsible for implementing these policies and procedures to achieve the desired objectives. An employee in this class is responsible for assigning personnel and equipment, determining job priorities, making studies and recommendations concerning the improvement of methods and equipment, and assuring that work is done efficiently.

Incumbents in the class of Chief of Parking Enforcement Operations, 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 Chief of Parking Enforcement Operations:**

- \* Exercises general supervision over personnel engaged in ticket writing, booting, towing, communications, and intersection control activities in the parking enforcement and intersection control program or Crossing Guard and support services;
- \* May coordinate the activities of towing operators for the parking enforcement program;
- \* Supervises the assignment of personnel and equipment;
- \* Directs and assists in the preparation of studies regarding the most efficient deployment of personnel;
- \* Supervises employee training and safety programs;
- \* Reviews the investigation and resolution of parking enforcement complaints;
- \* Maintains communication with school districts, private schools, and the Police Department to ensure safe transit of children in the City of Los Angeles;
- \* Suggests policy changes and interprets policies to operating personnel;
- \* Prepares recommendations for improvements in parking enforcement methods, practices, and procedures;
- \* May appear before Council committees, commissions, City Council, and other conferences with

governmental agencies, community groups, and commercial organizations;

- \* Prepares and directs the preparation of reports, letters, memoranda, directives, and recommendations relating to the Bureau of Parking Enforcement or Bureau of Crossing Guard and support services;
- \* Coordinates the work of various units in the Bureau;
- \* Directs the preparation of budget requests;
- \* Fulfills supervisory affirmative action responsibilities as set forth in the City's Affirmative Action Plan;
- \* May act in the place of the Parking Administrator in that person's absence;
- \* 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:**

- \* Principles of organization and management as they relate to the administration of the Bureaus;
- \* Laws, ordinances, rules, regulations, policies, and standards applicable to parking enforcement activities of the City;
- \* Budget requirements and methods of planning and administering a comprehensive parking enforcement or Crossing Guard services program;
- \* Principles and practices of maintaining an effective safety program;
- \* 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;

**A working knowledge of:**

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- \* Laws and regulations related to equal 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:**

- \* Formulate and implement new plans, programs, and policies for a comprehensive parking enforcement or Crossing Guard services program;
- \* Plan, direct, coordinate, and review, through subordinate supervisors, the activities of a City-wide parking enforcement or Crossing Guard services program;
- \* Evaluate the performance of subordinates and initiate necessary training activities;
- \* Deal tactfully and effectively with City officials, subordinates and the public;
- \* Prepare clear and comprehensive reports and correspondence;
- \* 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 Parking Enforcement Manager with the City of Los Angeles; or
2. Two years of full-time paid experience in a position with the City of Los Angeles at least at the level of Senior Management Analyst II performing professional administrative work.

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

Appointment to a position in this class is subject to a one-year probationary period as provided by Section 109 of the City Charter.

**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.