



JOB VACANCY ANNOUNCEMENT - REPOST

Job Title: Deputy Manager

Department: Ticketing

Number of Vacancies: One or more

Employment Type: Full-Time

Representation: Non-Represented

Salary Range: 11A \$72,924 - \$91,155

Posting Period: Tuesday, November 3, 2020 – Monday, November 9, 2020 (Internal Posting)

Persons Eligible:

Current employees of the Philadelphia Parking Authority who have been in their current position for at least six months and have satisfactorily completed their probationary period for the position currently held. Applicants must meet the minimum requirements. Employees currently on the Excessive Use of Sick Leave list will not be considered for this position.

General Description:

This position is responsible for ensuring that employees, equipment, and vehicles are deployed effectively. The applicant must be very knowledgeable regarding enforcement policies and procedures. Understanding enforcement guidelines and how they are applied is necessary. Knowing department staff, the geography of the city, and the associated beat system is extremely important.

Principal Duties:

- Work under the direct supervision of the manager of the department to achieve department objectives.
- Check to make sure that squads are deployed properly.
- Review all supervisor summaries to ensure complete coverage of all beats to maximize effectiveness.
- Regularly meet with Supervisors and Head Supervisors to review squad performance.
- Schedule Supervisors and PEO's for Overtime assignments and when otherwise short-staffed.
- Respond in person, by telephone, or in writing to citizens' complaints.
- Review the prior day's daily summary statistics and implement changes where necessary.
- Responsible for ensuring the effectiveness, efficiency, and performance of Head Supervisors, Supervisors, and PEO's.
- Conduct field meetings throughout the city with Head Supervisors and Supervisors.
- Prioritize beats and ensure daily coverage of all open beats when there are a greater number of employees absent.
- Recommend and discipline employees when appropriate.
- Issue and have employees sign attendance related to disciplinary letters.
- Conduct roll call with officers to provide and receive information.

Required Knowledge, Skills, and Abilities:

- Ability to properly supervise all members of staff fairly and consistently.
- Knowledge of Parking Enforcement Regulations for The City of Philadelphia.
- Knowledge of Ticketing department standard operating procedures highly preferred.
- Requires excellent organizational, time management, communication, and customer service skills.
- Must be able to think critically and problem solve.
- Ability to work under pressure and with time limitations.
- Ability to communicate effectively both orally and in writing.
- Must handle confidential and sensitive information with discretion.
- Excellent leadership ability.
- Knowledgeable of Collective Bargaining Agreement (CBA) between the Authority & District Council's 33 and 47.

Minimum Acceptable Training, Experience, and Education:

- BA/BS degree preferred
- 6 - 10 years of related experience
- Minimum of 6 years of experience in the On-Street Division
- Supervisory experience preferred
- Valid Driver's License

***Working Hours: Schedule: TBD**

Selection Process:

20% - ASSESSMENT

45% - ORAL INTERVIEW,

30% - ATTENDANCE,

5% - LATEST ANNUAL PERFORMANCE EVALUATION

INTERNAL APPLICANTS WHO HAVE AT LEAST TEN (10) YEARS OF SERVICE WILL HAVE FOUR (4) POINTS ADDED TO THEIR TOTAL SCORE. QUALIFIED APPLICANTS WILL BE INVITED TO THE ORAL INTERVIEW PHASE OF THE PROCESS. ONLY THOSE APPLICANTS WITH A COMBINED TOTAL SCORE OF 70 WILL BE PLACED ON THE ELIGIBILITY LIST.

The Philadelphia Parking Authority is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.

PLEASE EMAIL RESUME/APPLICATION TO:

HUMAN RESOURCES DEPARTMENT

HRADMIN@PHILAPARK.ORG