



JOB VACANCY ANNOUNCEMENT

Job Title: Manager

Department: Ticketing

Number of Vacancies: One

Employment Type: Full-Time

Representation: Non-Represented

Salary Range: \$79,928 - \$99,910

Posting Period: Tuesday, August 18, 2020 – Monday, August 31, 2020 (Internal Posting)

Persons Eligible:

Internal Applicants: Current employees of the Philadelphia Parking Authority who have been in their current position for at least six months and have satisfactorily completed the probationary period for the position currently held. Applicants must meet the minimum requirements.

General Description:

The Manager, Ticketing is responsible for the operations of the Ticketing department and has full accountability for ensuring the efficiency, policy compliance, and economy of the Ticketing department.

Principal Duties:

- Implements/enforce all enforcement policies and procedures consistent with all Parking Ordinances.
- Develops and implements enforcement strategy to ensure consistent and effective deployment of ticket writing personnel.
- Develops ticket issuance projections designed to coincide with the On-Street Division.
- Develops and modifies training procedures for the Ticketing Department.
- Plans, schedules, directs, and evaluates the work of subordinates.
- Monitors training of all new Enforcement Officers concerning parking regulations and enforcement procedures.
- Manages employee misconduct and initiates appropriate disciplinary action.
- Responds to inquiries and complaints from the public concerning parking ticket issuance.
- Reports to Director, Parking Management about ongoing agencies, police officials, residential and business community, and their applicable personnel.
- Develops long-range planning goals, staffing needs, and budgets in accordance with On-Street goals.
- Determines appropriate staffing needs in accordance with department goals.
- Determines overall deployment of all enforcement personnel.
- Evaluates performance of subordinates on a scheduled basis.
- Makes recommendations aimed at improving department efficiency.
- Makes recommendations concerning resolution of problems arising from public complaints regarding enforcement activities.
- Maintains inventory and distribution of department equipment and uniforms on a daily basis.
- Performs related work as required.

Degree of Supervision:

This position has supervisory responsibilities: indirectly supervising approximately 315 employees. Plans, schedules, directs, and evaluates the work of subordinates.

Required Knowledge, Skills and Abilities:

- 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 Agreement between the Authority & District Council 33 and 47.

Minimum Acceptable Training, Experience, and Education:

- BA/BS degree preferred
- 8 - 12 years of related experience
- Minimum of 8 years of experience in the On-Street Division
- Supervisory experience highly preferred
- Valid Driver's License

Working Hours: Schedule: TBD

SELECTION PROCESS:

INTERNAL APPLICANTS:

65% - 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:

**MR. DARRYL WHITE, MANAGER
HUMAN RESOURCES DEPARTMENT
HRADMIN@PHILAPARK.ORG**