



CLASS TITLE | PARKING OPERATIONS MANAGER

PAY GRADE: EX-44 | www.cityoftulsa.org/pay

Class Code: 1281

Effective Date: 09/11/2024

PURPOSE OF THE CLASSIFICATION: Under administrative direction is responsible for the operational leadership and professional management of the city's comprehensive on street parking program, insuring enforcement of the City of Tulsa Revised Ordinances Title 37 Chapter 5, manage related APP and Paystation programs, the Restricted Parking program, Nuisance vehicle process, Scofflaw enforcement, Parklets program, curbside pickup program, Valet Parking, curbside parking; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Directs, plans, coordinates and manages the daily operations of the City of Tulsa Parking Section
- Ensures compliance with the adopted standards and other federal, state, and local ordinances
- Develops budget, forecasts, growth projections, analytics, and system requirements
- Creates, monitors and analyzes bids, and contracts
- Maintains standards to meet and surpass best practices and compliance with all conditions and specifications
- Coordinates with, and provide input to, the City of Tulsa Traffic Engineering Department, and reviews and coordinates with Engineering projects, special events, ROW (Right-of-Way), and utility use permits, as well as administering on street space usage for all programs
- Conducts and attends meetings with authorities, boards and commissions, business owners, departments, citizens, media and other stakeholders
- Provides reports, logs, records, files, and analytics to the Deputy Director and Director including inventory and stock management usage statistics
- Researches, counsels, resolves, and responds to local government, management, citizen or personnel concerns, and oversees the investigations of staff involved injuries, incidents, and accidents
- Educating and assisting the public with the parking meter system and ordinances
- Establishes, administers, and communicates employee training/continuing education, policies, procedures, goals, expectations and objectives to all subordinates and related staff or stakeholders
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Completion of sixty (60) hours from an accredited college or university in the fields of Public Safety, Management, Electronics, Engineering or related field; **and**,
(b) Eight (8) years of experience relevant to the essential tasks listed in this job description; **including**,
(c) Fifteen (15) years of experience in public service, safety, security, private investigations, criminal justice, or experience relevant to the essential tasks listed in this job description;

or

2. (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and**,
(b) Fifteen (15) years' experience relevant to the essential tasks listed in this job description; **including**,
(c) Twenty (20) years of experience in public service, safety, security, criminal justice, or experience relevant to the essential tasks listed in this job description.



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Knowledge, Abilities and Skills:

Knowledge of:

- Competent conflict management practices
- All pertinent ordinances and applicable laws as relating to on-street parking, street space usage, right of-way, City licensing, code enforcement, and permitting practices
- Customer service principles and best practices
- The geography of the City of Tulsa streets
- The methodology and materials used in the operation, maintenance, and repair of parking meters
- Methods to instruct employees and the public in safe driving and parking practices

Ability to:

- Interpret, teach and practice applicable portions of the MUTCD requirements to create and maintain a functional and enforceable parking system
- Utilize the highest level of interpersonal skill to understand, select, develop, and motivate people from various diverse backgrounds in order to achieve work objectives and cause action or understanding
- Understand and interpret ordinances, laws and other operating procedures
- Analyze data, or information to provide management pertinent information and reports
- Utilize the highest level of interpersonal skill to understand, select, develop, and motivate people at any level within or outside the organization
- Cope with problem or situations firmly, tactfully and courteously
- Communicate competently, concisely, legibly and perform accurate data entry

Skill in:

- Competently handling difficult situations calmly and professionally.
- Clearly communicating to a diverse customer base
- Diligently leading others and motivating employees to promote performance standards
- Effectively resolving any conflicts and placate confrontational individuals using proven methods
- Advanced recordkeeping and administrative skills

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a computer, two-way radio and telephone, tablets and cell phones; health and physical condition to permit the full performance of the essential tasks even in severe and/or adverse weather conditions; frequent lifting, carrying and pulling up to 50 pounds; may be subject to walking, standing on feet for long periods of time; reaching, balancing, bending, kneeling, handling, feeling, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and,**
- b) A City of Tulsa Code Enforcement Citation Certification; **and,**
- c) A Council of Law Enforcement Education and Training (C.L.E.E.T.) Certified Phases 1, 2, 3, and 4 licenses; **and,**
- d) Oklahoma Department of Labor Occupational Locksmith Managers License



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WORKING ENVIRONMENT: Working environment is primarily outdoors, including inclement weather and occasionally extreme conditions. Exposure to moving vehicles, loud noise, fumes, gas, dust, temperature extremes, wet and slippery surfaces may occur. Work in high traffic areas and exposure to hostile and confrontational situations may occur. Working environment may include working in and around pedestrian and vehicular traffic, weather and temperature extremes, snow- or ice-covered surfaces, and may be exposed to insect bites.

EEO Code: E-02

Group: Public Safety

Series: Public Safety Technical