



DIRECTOR OF OPERATIONS

Job Description

Department: Operations	Created/Updated: November 1, 2019
FLSA Classification: Exempt, Executive	Salary Range: <i>(purposely left blank)</i>
Reports to: Executive Director	Full-Time, Regular Position, 40 hours

THE ORGANIZATION

The Reading Parking Authority was incorporated in 1957 by the City of Reading under the Commonwealth of Pennsylvania’s Parking Authorities Law of 1947. The first parking structure financed and erected by the Authority was the Franklin Plaza Garage in 1962. Financed by a conventional construction loan, this was to be the first in a series of parking structures commissioned by the Authority within the City of Reading. Today there are nine (9) parking garages under its umbrella. During the 1990’s, the Parking Authority was utilized as a tool to facilitate and encourage development downtown, making significant investments in off-street parking lots. By 2019, the Parking Authority is responsible for over 6,000 off-street and 1,100 on street parking spaces, thus providing significant support for the economic vitality and public safety of the City of Reading.

POSITION SUMMARY

The Director of Operations is responsible for planning, directing and coordinating all daily operations of the Reading Parking Authority (RPA) including on and off-street parking, human resources, facilities/maintenance, general administration, and customer service, consistent with the goals and objectives set forth by the Executive Director and the RPA Board of Directors. This position is responsible for implementation of business plans and strategic initiatives to accomplish the objectives of the strategic plan. The Director of Operations is a member of the Senior Management Team and reports to the Executive Director.

ESSENTIAL FUNCTIONS:

- Directs all daily operations of the RPA, including but not limited to on-street, off-street facilities, construction and capital projects, equipment, vehicles, personnel scheduling/staffing, and parking enforcement enforcement. This role is internally facing.
- Provides significant leadership for strategic planning, particularly to ensure execution alignment for operations capacity.
- Provides support and thought leadership for development and reporting of key RPA performance metrics.
- Oversees the customer service functions of the RPA in coordination with the Executive Assistant/ Office Manager.
- Directs the human resources function including hiring, training, policies/procedures, performance management and employee benefits programs.
- Liaison to organized labor; partners with Executive Director and Legal Counsel for contract negotiation and management.



- Oversees procurement function and oversees Contracts Management.
- Serves as the “Right to Know” Officer for all public document requests.
- Provides oversight to the risk management programs of the organization, in collaboration with the Director of Finance. This responsibility spans: emergency contingency planning, safety programs, and business insurance planning.
- Directs and implements major strategic projects, including capital projects, for garage repair, maintenance, and/or expansion.
- Ensures a high level of customer service provided in all functions of the organization.
- Responsible for information management systems and other technical systems of the RPA, either directly or through third party vendors.
- Oversees parking consultants and contracts for provision of services to RPA.
- Liaison to external legal resources for operations, contractual matters, and laws governing parking operations.
- Will structure and lead internal teams to deliver outstanding operations and administration services.
- Identify best practices and improve internal systems with an eye toward future needs and budget realities.
- Provides leadership in accordance with the values and mission of the RPA.
- Other duties as assigned.

MINIMUM BACKGROUND REQUIREMENTS

- Bachelor’s Degree required; CAPP preferred.
- Minimum 10 year’s prior experience in management with an operations and technical systems focus.
- Minimum 5 years of experience in parking operations.
- Project management and process improvement demonstrated results.

DESIRED EXPERIENCE/SKILLS

- A minimum of 10 years in a senior operations or management role in a complex environment, preferably working in non-profit, municipal, or government sectors.
- Success in roles requiring execution of multiple tasks while responding to multiple priorities
- Proven results of meeting financial and customer service goals.
- Knowledge of municipal, state, and federal laws and regulations related to the operation of a municipal parking authority.
- Strong organizational skills including planning, delegating, project and program management.
- Ability to convey critical information to the staff, board and public: Operations Plan, Protocols, Safety Information, etc.
- Strong written and verbal communication skills to support success in the role.
- Knowledge of OSHA, state and regional requirements, and related knowledge.
- Understanding of construction and rehabilitation processes to support budget, planning, execution.
- Understanding of construction, rehabilitation, bid processes, etc.
- Standard MSOffice skills; heavy on Excel for analytics, budgeting, project management.



COMPETENCIES

- Management Excellence
- Results oriented; action based
- Critical thinker
- Ethical Conduct and Decision-Making
- Interpersonal Relationships
- Human Resources Management and Team Development
- Customer service champion
- Problem-solving and Analysis

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full time, exempt position. Days and hours of work are typically Monday through Friday, 8:30 am to 5:00 pm with an ability to work weekends and overtime as needed. As a senior management leader with RPA, the Director of Operations may be on-call 24/7/365 to deal with emergency situations impacting City and parking operations.

SUPERVISORY RESPONSIBILITY

This senior leadership position has supervisory responsibilities.

WORK ENVIRONMENT

This position operates in a professional office environment, but may be subject to the outside environment for extended periods of time on a weekly basis due to the nature of the role and parking operations. In the outside environment, the employee will be exposed to environmental conditions including extreme cold, heat, and precipitation. The noise level in the garage environment can be loud.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk and listen. The position involves sitting for extended periods in meetings, completing paperwork, and extended use of a desktop or laptop computer and monitor. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. At times, this position requires medium work exerting up to 50 pounds of force on occasion. The employee is required to have the visual acuity to determine accuracy, neatness and thoroughness of work assigned, and/or to make general observations of facilities or structures.

OTHER DUTIES

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

SALARY:

\$70,000 - \$95,000



SIGNATURES

This job description has been approved by the Executive Director.

Executive Director/Hiring Manager: _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Print Name _____

Date Received/Filed in official HR Records: _____

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