



SUPERVISOR, PARKING ENFORCEMENT OFFICERS (PEO)

Job Description

Department: Operations/Maintenance	Created/Updated: December 1, 2019
FLSA Classification: Non-Exempt	Salary Range: \$44,000 - \$55,000
Reports to: Director of Operations	Non- Union/Bargaining Unit Position

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 incumbent develops and oversees the work of the Parking Enforcement Officers (PEO’s), providing direction to and evaluating the performance of the front-line parking enforcement personnel, whose core responsibility is to enforce the parking regulations of the City of Reading. The Supervisor ensures that PEO personnel receives essential training on job duties, procedures/protocols, RPA policies, and is accountable for employee behavior/demeanor in accordance with RPA guidelines. The Supervisor develops appropriate programs, schedules, and budgets to carry out the PEO programs and services to meet the parking enforcement objectives of RPA. The Supervisor has contact with parking customers, providing appropriate solutions to issues as presented, including settlements of disputes generated by customer complaints. Key duties include: personnel, planning, budgeting, security/surveillance, and customer service,

This is a working supervisor position, meaning, the Supervisor is expected to cover emergency vacancies/call-outs, and work in a PEO role as required. The Supervisor ensures the operation of equipment, PEO vehicles, bikes, and continuous staff planning to ensure delivery of effective parking enforcement services.

KEY RESPONSIBILITIES

Supervision/Personnel

1. Determines and recommends the appropriate number of PEO staff required to maintain the parking enforcement mission, enabling efficient, effective, and safe operations and strong customer service.
2. Directly supervises the PEO staff, prepares work schedules and job assignments.
3. Researches, and implements effective training methods to support PEO excellence, ensuring staff receives the necessary peer level training on policies, rules, and regulations.
4. Conducts employee reviews, prepares performance reports, hears employee grievances, and makes recommendations for hiring, promotion, reprimand, or dismissal.



5. Recruits new PEO personnel, in accordance with RPA procedures. Recommends candidates for hire.
6. Maintains work-load statistics and other data to support periodic reporting to management, staff projections, scheduling, and workload distribution.
7. Certifies time-keeping records for payroll purposes; maintain employee records as needed.

Equipment/Systems/Security

8. Responsible for the operation of automated parking systems/equipment. Monitors and maintains the PEO computer system, shipment of broken/damaged machines, ordering of expendable supplies, and effective utilization of supplies/materials used by the PEO's.
9. Manages and maintains the security surveillance systems at all facilities, ensuring proper working function of all cameras and DVR's (digital video recorders). Conducts surveillance reviews in response to criminal acts on RPA property. Coordinates with Reading Police Department to provide video footage as requested.
10. Main point of contact with Reading Police Department on criminal acts committed by RPA personnel.
11. Serves as Registrar for the PA Justice Network (JNET) system, ensuring that all JNET access rules are followed, and all credentials maintained. Adds or removes authorized users from JNET access as needed.
12. Maintains access to the PA DMV driver's license system, used to verify current PA driver's licenses for employees who are required to maintain a valid license.
13. Develops and manages the badging program: responsible to make, activate, and track employee ID badges, including photo ID card and security door access cards.

Budget/Support/Other Duties

14. Supports the RPA budget process as directed by the Finance Department.
15. Develops and updates PEO Standard Operating Procedures, and related staff manuals, to accommodate changes or new requirements.
16. Collaborates with the Executive Director, or designee, on special convention-related planning and execution.
17. Performs a variety of support functions, including but not limited to: revising office forms, record systems, and approving/disapproving requisitions or purchase orders.
18. Other duties as assigned in support of PEO services.

MINIMUM BACKGROUND REQUIREMENTS

- High School Diploma or GED.
- Demonstrated prior success as a supervisor of 3 or more individuals.
- Four (4) years of progressive employment experience, with exposure to security, planning, budgeting, scheduling, policy development, personnel administration.
- Strong customer service background.

DESIRED KNOWLEDGE/SKILLS/ABILITIES

- Two-year college degree preferred, or law enforcement background.
- JNET certification, preferred.
- Knowledge of supervisory principles and practices.
- Knowledge of RPA, parking, zoning, traffic, and other laws and codes which may affect the Authority.
- Ability to train new employees, and provide ongoing training to ensure their success.
- Prior experience in recruitment, interviewing, and hiring practices; conducting performance evaluations, handling employee complaints or grievances, processes for recommending hiring, promotions, reprimands, and dismissal.
- Knowledge of or aptitude for automated parking enforcement computerized systems.
- Ability to develop and explain budgets.
- Procedures and protocol development experience: Standard Operating Procedures, Employee Manuals, Training materials and tools.



- Skilled in preparation of shift work schedules, allocation of personnel hours to maximize efficiency and effectiveness of operations.
- Licensed to operate a motor vehicle.
- Strong customer service orientation
- Ability to work effectively and comfortably with a wide variety of people, situations, management, and the public.

REQUIRED LICENSES AND CONDITIONS OF EMPLOYMENT

- Possession of a valid motor vehicle operator's license issued by the Commonwealth of Pennsylvania, prior to and throughout employment.
- Successful substance abuse screening is an employment condition.
- Employees in this role are required to notify the Executive Director of any traffic violations within 3 working days of receiving the violation.
- Upon employment, the employee will provide third party release of his/her driver's license record to RPA.
- Prior to hire, candidates under final consideration for this position are required to authorize a release for criminal conviction information from the State Police of the Commonwealth of Pennsylvania.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full time, non-exempt position. Days and hours of work are typically a standard Monday through Friday schedule, with an ability to work weekends and overtime as needed. The incumbent will work as a PEO to cover emergency vacancies/call-outs. Emergency call-in may be required due to weather or other emergency operational needs.

SUPERVISORY RESPONSIBILITY

This position supervises the Parking Enforcement Officers.

WORK ENVIRONMENT

Work location is split between an office setting and required field work. Outside work duties will be accomplished in all weather conditions, including inclement periods of rain, snow, sleet, and summer heat.

PHYSICAL DEMANDS

While performing the duties of this job, the employee regularly is required to talk or hear. The employee is required to stand and walk for extended periods of time; kneeling or rest on knees; use hands to touch/finger, handle or feel; and reach with hands and arms. The job is considered as medium work. The employee may exert up to 50 pounds of force occasionally, and /or up to 30 pounds of force frequently, and /or up to 10 pounds of force constantly to move objects. The employee will need to be able to push or pull an equipment cart uphill or downhill. The employee must be able to move agilely to avoid moving vehicles. The employee is required to have visual acuity to determine the accurateness, neatness, and thoroughness of the work assigned 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.



Please send resumes to:

Danielle Reardon

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SIGNATURES

This job description has been approved:

Hiring Manager/Executive: _____ 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: _____