



# BOROUGH OF CONSHOHOCKEN

## *Parking Enforcement Supervisor Job Description*

### MAYOR

Yaniv Aronson

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**Position:** Parking Enforcement Supervisor

**Department:** Police

**Reports to:** Chief of Police or assigned designee

**Supervises:** Part-time Parking Enforcement Officers

**Hours:** 40 hours/week

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**Purpose:** The Parking Enforcement Supervisor is responsible for overseeing and directing the Parking Enforcement Officers (PEOs) to ensure the effective enforcement of parking regulations within the Borough of Conshohocken. This role includes supervising daily operations, evaluating personnel performance, and ensuring that PEOs receive essential training in job duties, procedures, and customer service. Additionally, the Supervisor is a key point of contact for parking customers, addressing concerns, resolving disputes, and promoting a positive public experience.

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### **Essential Job Functions:**

- Oversee shift operations, direct parking enforcement personnel, and ensure compliance with borough policies and procedures.
- Enforce state laws and borough ordinances for parking.
- Monitor and evaluate the performance of parking enforcement personnel, providing guidance, feedback, and support as needed.
- Maintain workload statistics and generate reports to support staffing projections, scheduling, and operational efficiency.
- Assist with administrative tasks such as: answering phone calls, greeting visitors, and maintaining a professional and organized work environment.
- Process payments and daily deposits, as required.
- Assist with school crossings as needed, special traffic details, respond to public inquiries, and provide support for parking-related concerns.
- Manage the identification and processing of abandoned vehicles in -accordance with state and local regulations.
- Responsible for issuing and processing parking permits to residents and businesses.
- Ensure proper operation of parking related equipment, manage supply inventory, and oversee the efficient use of materials by enforcement personnel.
- Engage with the public to address parking-related issues and provide accurate information.
- Perform duties of the desk clerk in their absence.
- Evaluate current Borough parking rates in all parking zones on an annual basis and assist with developing recommendations on applicable increases based on market rates to ensure the Borough is capturing maximum revenue from parking operations.
- Assist with annual budget compilation for applicable revenue and expenditure line items as assigned by the Chief of Police or designee.
- Work directly with any Borough special committees as assigned by the Chief of Police or his designee
- Serve as a liaison to operating and maintenance personnel at privately owned parking garages that are partners with the Borough.
- Serve as a main point of contact for the Borough with ParkMobile, Upsafety, and T2 Systems.
- Assist with the future expansion of Park Mobile to other portions of the Borough relative to future commercial and residential growth.
- Assist with Borough Special Events as assigned by the Chief of Police.
- Perform all other duties as assigned by the Chief of Police.

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, education and training required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Knowledge, Skills and Abilities

**Knowledge of:** State and local parking regulations, enforcement policies, and automated parking systems.

**Skill in:** Strong leadership and supervisory skills with the ability to manage and motivate a team. Excellent communication and interpersonal skills to engage effectively with the public and resolve conflicts.

**Ability to:** Operate standard office equipment. Proficiency in using relevant technology, including automated parking equipment and administrative software.

#### Education and Training Guidelines

**Education and/or Experience:** High School diploma or equivalent combined with minimum of three (3) years of relevant or related experience to achieve the purpose and tasks of the job description preferred. Customer service, administrative experience, especially in a municipal or state government preferred. Knowledge of state and Borough code required.

#### Special Requirements

##### ***Working Conditions:***

- Ability to sit and/or stand for prolonged periods of time
- Ability to walk long distances.
- This position involves both office and fieldwork, requiring adaptability to different environments and situations. - The role also requires occasional evening or weekend shifts as needed.
- To work outside and drive in all weather conditions with potential exposure to changing natural conditions such as sun, dirt, dust, pollen, mud, noise, insects, poison plants, etc.;
- Ability to see and hear clearly and speak intelligibly.

This job description does not list all duties of the job. The Police Chief or designee may ask employee to perform other job-related duties provided those duties are not illegal or injurious to the employee's health. Employee will be evaluated in part based upon performance of the tasks listed in the job description.

This is an FLSA exempt position. The position is an at-will position; the person hired for this position is hired for no specific term and the Borough reserves the right to terminate the relationship at any time. Nothing in this job description should be construed as a contract or guarantee of continued employment and the Borough reserves the right to change benefits or bypass discipline policies if the situation warrants.

I, \_\_\_\_\_, have read and understand all of the duties and requirements specified in this job description and agree to abide by all rules and regulations while in the employment of the Borough of Conshohocken.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_