

CITY OF BOULDER POSITION DESCRIPTION

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POSITION TITLE: Community Vitality Operations and Maintenance Senior Manager

Job Requisition ID: JR977

Location: Boulder, CO

Posting Date: 02/08/2023

Time Type: Full time

Job Type: Regular

EMPLOYEE GROUP: Mgmt/Exempt

DEPARTMENT/DIVISION: Community Vitality/Parking & Access

HIRING RANGE: \$98,800.00 - \$120,848.00

OVERALL JOB OBJECTIVE:

Under limited direction of the Director, manage and supervise operations of Community Vitality's Parking and Access related functions including: operations and maintenance of all city owned parking and access assets and related programs such as parking enforcement, capital improvements, access services, parking permitting, and special events. Additional management duties include: Community vitality capital asset planning and management, division budget and resource planning and management, fleet and equipment tracking, safety and risk management, and performing related duties as required to achieve city and departmental missions.

KEY COMPETENCIES:

- **Motivating Others:** Creates a respectful, City-values consistent climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; empowers others, invites input from each person and shares ownership and visibility; makes everyone feel their work is important; is someone people like working for and with.
- **Process/Project Management:** Excels at identifying and successfully implementing the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flows; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources; reliable and develops a reputation for getting tasks and projects done effectively.
- **Customer Focus:** Dedicated to meet internal and external expectations and requirements; gets information firsthand and uses information to make improvements in services; shares information in a timely fashion to help address issues with management and staff by providing context, risk assessments, and reasoned proposals for resolution.
- **Building Effective Teams:** Blends people into teams when needed; creates strong morale and spirit among their team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Effective Communicator:** Is able to write and speak clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect. Appreciates the format, timing and content of reports and messages to ensure clarity, roles and timely decision-making.

DUTIES AND RESPONSIBILITIES:

1. Manages parking and access related operations, maintenance, services, and special event coordination in support of Community Vitality's "Access for All" strategic pillar in its relationship to the two other departmental pillars of "Cultural Vibrancy" and "District Vitality".

- Manages access and parking related operations, maintenance, and special events within the public right of way and district owned assets. Analyzes site conditions, plans, prioritizes, assigns, and coordinates enforcement, maintenance, repair, and construction work.
 - Monitors work in progress to identify problems and ensure organized and efficient and quality work including overseeing contracted work. Provides project management for capital maintenance work through the oversight of contractors to ensure efficient and timely completion of annual projects; monitors division progress towards completion of capital improvement plan; works in coordination with Business Services staff to develop a strategic maintenance plan.
 - Supervises Community Vitality's enforcement, maintenance, and services work groups and the special events senior program manager, conducts performance evaluations, collaborates to set goals, provides coaching, feedback, and evaluation; responsible for hiring and training of new Community Vitality operations and maintenance employees.
 - Implements training program for city of Boulder policies, such as Anti-Discrimination/Harassment, Driving, Alcohol and Drug Use and ensures compliance with those policies, and other relevant policies.
 - Develops and implements training programs related to equipment maintenance and safety, equipment maintenance and inspections, facility/structure maintenance, and employee wellness.
 - Collaborates with internal city departments and external groups and agencies to achieve department mission and city goals, including Transportation & Mobility, Planning & Development Services, Risk Management, Climate Initiatives, the University of Colorado, and others.
 - Models a collaborative and cooperative approach to service delivery; conducts activities to support a team approach among employees including employee development and conflict resolution.
2. Leads the development of parking and access and special events related plans, programs, and innovations in support of the city's sustainability, equity, and resilience framework and the three strategic pillars of the Community Vitality department.
- Conducts research and analysis on trends, new technologies, and best management practices in the areas of parking and access management, customer service, special events, emergency preparedness and environmental sustainability.
 - Ensures adequate planning activities associated with changes in parking and access programs and operations including those associated with the Access Management & Parking Strategy and the Residential Access Management Program.
 - Collaborates with the Senior Manager of Business Services and District Vitality to prepare and presents plans and proposals to internal partners, external stakeholders, boards, commissions, and city council.
 - Develops parking and access utilization studies in existing and emerging districts.
 - Communicates current and future access projections for general improvement districts including development projections, parking and multi-modal utilization and demand studies, to ensure adequate access planning.
 - Collaborates on joint development opportunities in general improvement districts.
 - Reviews and comments on development projects to ensure that parking and access impacts are considered and mitigated.
 - Mitigates and communicates short-term parking and access impacts in the general improvement districts brought about by construction projects and special events.
3. Maintains a high level of professionalism, integrity, and communication with other staff members and with the public. Builds effective partnerships and coordinates work projects and logistical needs with other city departments, agencies, and community organizations.
- Provides excellent service to internal and external customers acting as a role model to staff. Listens to questions and concerns, evaluates issues and possible solutions and fixes the problem as

appropriate, works with departmental leadership and supervisors to address systemic problems, and ensures that staff members receive the necessary training and tools to conduct their duties effectively.

- Recognizes the needs of team members and is direct, specific and non-punishing in communication and behaviors.
 - Uses feedback from others to continue to develop and improve.
 - Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; knows how to organize people and activities; knows what to measure and how to measure it.
 - Orchestrates multiple activities to accomplish a goal; and, can see opportunities for synergy and integration.
4. Continues Professional Growth and Training and ensures staff are creating and working toward professional goals.
- Seeks out opportunities for professional growth through expanded job opportunities for self and direct reports.
 - Participates in educational webinars, and trainings to enhance and update knowledge.
 - Presents information at professional organization conferences such as International Parking and Mobility Institute, Pacific Intermountain Parking & Transportation Association, and others.
5. Other:
- Performs related duties as required to meet the needs of the city.
 - Responsible for knowing and complying with all city and department policies; participating in professional trainings and development; and adhering to attendance and workplace attire policies.

Generally, duties are listed from most to least critical or time consuming.

CITY VISION AND VALUES:

The City of Boulder is committed to service excellence for an inspired future and the following values:

- **Customer service** - We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution-oriented approach
- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. We are open-minded and treat all individuals with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments and accept responsibility.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe community collaboration and the sum of our individual contributions leads to great results.
- **Innovation** - We promote a forward-thinking environment that supports creativity, calculated risks and continuous improvement. We embrace change and learn from others in order to deliver leading edge service.

All city supervisors are responsible for appropriately incorporating the principles of community sustainability into work on a routine basis; understanding and enforcing relevant collective bargaining agreements and management policies; hiring and firing supervised employees or making related recommendations; ensuring employees are trained initially and on an ongoing basis, as needed; providing appropriate feedback to employees by monitoring day-to-day performance; completing performance evaluations on time; correcting problems in employee work habits or performance in a timely manner; prioritizing and scheduling work functions and vacations; ensuring adherence to established safety standards; ensuring the timely completion and submission of all paperwork required by the city to process employee transactions, insurance or injury claims, etc.; maintaining related records; and ensuring the accuracy of reported time use.

ORGANIZATIONAL STRUCTURE:

(1) TITLE OF IMMEDIATE SUPERVISOR: Director of Community Vitality

(2) TITLE(S) OF POSITIONS OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: Parking Enforcement Supervisor, Parking Maintenance Supervisor, Access Services Supervisor, Events Senior Program Manager

REQUIREMENTS:

Bachelor's degree in Business Administration, Public Administration, Fleet and Facility Management, Asset Management, or related field. At least five years of progressively responsible leadership and management experience in the parking/transportation field including with a performance record of effective leadership, business, and management and organizational skills. Experience in facility management, contract administration, parking technology, budgeting, and administration in a governmental setting. Experience with multi-modal integration. Or an equivalent combination of education and experience. Ability to communicate issues effectively, both orally and in writing with the public, boards, city council, city personnel, other agencies, and community groups. Strong public speaking and writing skills. Strong decision-making and management skills; strong project management skills; comprehensive knowledge of the principles, practices, operating and maintenance requirements of a municipal parking and access program of this size and scope; computer operations and capabilities, including asset management systems; contract, budgeting, and financial management. Effective customer service, management, and organizational skills including ability to model a collaborative, respect-based supervisory style and to develop and mentor employees. Computer skills including word processing, asset management, spreadsheets, and databases. Valid driver's license. Have and maintain acceptable background information, including criminal conviction history and motor vehicle record.

DESIRED QUALIFICATIONS:

Master's Degree in a related field. Certified Administrator of Public Parking (CAPP) degree and/or NPE certification. Knowledge of/experience working in municipal or other government environment. Experience working with multiple budget funds including capital refurbishment funds and asset management systems. Experience in sustainable environmental practices. Experience working with public process. Experience working with boards, commissions, and elected officials. Report writing expertise. Experience in emergency management operations. Automotive Service Excellence Certification (AEC). Knowledge of or experience with facility and equipment management/maintenance software.

WORKING CONDITIONS:

Physical Demands: Primarily sedentary physical work requiring the ability to lift a maximum of 25 pounds; occasional lifting, carrying, walking and standing; frequent hand/eye coordination to operate personal computer and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and the public.

Work Environment: Works primarily in clean, comfortable environment.

Machines and equipment used in work include but are not limited to the following: Frequently uses standard office equipment including personal computers, printer, calculators, telephone, and copy/fax machines.

Schedules: Work can include early mornings, infrequent evenings, and weekends.