



Job Description

Anchorage Community Development Authority

Job Title: Operations Manager	Department: Customer Services	SOC Code:
Pay Range/Rate: \$24.00 - \$40.00	FLSA: Exempt	EEO-4 Group: 1
Key Relationships: Maintains positive, effective and productive working relationships with:		
Individuals: Parking Director Finance Director Facilities Manager Parking Services Mgr.	Departments: All	Reports to: Parking Director
Schedule: Regular office hours are 8 am to 5 pm Monday through Friday. May be required to work overtime depending on workload.		

Summary:

This is administrative and managerial work involving the planning, direction and coordination of revenue collection, signage and customer satisfaction. It includes evaluation of services; administration of contracts related to parking enforcement; addressing complaints; and, serving as hearing officer for citation appeals.

Essential Duties:

- Supervises the collection and evaluation of daily, weekly, monthly, quarterly, parking activity data on key performance indicators and develops reports of findings and recommendations. Manages and supervises daily administrative operations of customer service and administrative support personnel.
- Oversees Dispatch Center for field operations and assigned personnel.
- Evaluates staffing levels, supplies and materials needed to perform administrative services supporting APD parking enforcement and ACDA parking permit programs; coordinates with APD as needed. Negotiates and administers contracts for administrative services related to parking enforcement and debt collection activities.
- Reviews complaints or suggestions from employees and/or customers relating to citations and related services within established legislation; resolves complaints; recommends policy/code revisions as appropriate. Adjudicates penalties; voids, suspends or reduces citations and/or penalties; addresses other actions as necessary.
- Addresses contractual issues, complaints and disputes raised by contractors; adjudicates complaints and/or recommends/administers solutions.

- Reviews and monitors performance of staff to ensure acceptable levels of services are provided to customers interacting with ACDA.
- Compiles and provides data relating to assigned areas for the annual budget and recommends adjustments or funding as appropriate.
- Monitors day to day operations to ensure budget expenditures are within approved budget allocations.
- Monitors training programs and procedures to ensure adequately trained staff for safe and efficient performance.
- Serves as Hearing Officer for Parking Citation Appeals; implements appeals processes with the Alaska Court System.
- Represents ACDA in small claims court and testifies in legal actions as necessary.
- Performs other related duties as assigned.

Supervisory Responsibilities:

Supervises customer services staff; conducts or implements employment actions including performance evaluation, promotion, training, transfer, disciplinary action, employee selection and termination; assigns and monitors work as necessary.

Qualifications:

Education and Experience:

Minimum: Five or more years of progressively responsible supervisory and management experience in contract administration, inventory control, office management, compliance or other experience related to the position and including at least two years of supervisory experience.

Skills, Knowledge and Abilities:

- Knowledge of: business and management principles involved in strategic planning, resource allocation, leadership, modern supervisory and management practices including delegation, work assignment and performance evaluation; state, local and institution rules, regulations, laws and guidelines affecting areas of responsibility;
- Ability to: Motivate, develop, and direct staff; read, comprehend and implement complex guidelines, rules, regulations and statutes; establish effective working relationships with customers, employees, enforcement and court personnel; communicate effectively orally and in writing; document actions, conduct and issues; testify credibly in court; monitor and administer budgets within allocations; follow established policies and procedures; administer contracts; and, effectively supervise assigned operations.

Physical Requirements:

Generally this is office work requiring sitting between 1/3 and 2/3 of the time and will

require standing, walking, talking, hearing, seeing, hand and finger dexterity,

Work Environment:

Work performed in office environment with moderate noise level but may require exposure to weather elements moving between offices and the courthouse. In the course of working with diverse groups of people may encounter abusive, aggressive, or unpredictable behavior on a limited basis.