



DEPARTMENT OF

FIELD OPERATIONS

Parking Technician

Salary: \$36,252-\$43,177

Type: Full Time

Benefits: Full Benefits

Date Posted: 11/19/2024

About Field Operations

The Department of Field Operations is comprised of nine teams and 50+ full time employees. These teams include Events, Fleet, Marina, Parking, Parks, Sanitations, Signals and Lighting, Special Projects, and Streets. Commonly known as Public Works in many jurisdictions, this department is tasked with ensuring Salisbury is welcoming and inviting to residents and visitors alike.

Profile

Under the direct supervision of the Parking Supervisor, the Parking Technician fulfills a dynamic role encompassing essential clerical, accounting, administrative, maintenance, and enforcement duties. This position plays a pivotal role in ensuring efficient and organized operations within our parking facilities.

Preferred Education

High School Diploma

Preferred Experience

One year of accounting, bookkeeping, or other related administrative experience preferred.

Requirements/Certifications

Valid Driver's License

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Jobs will be posted for a minimum of 2 weeks.

Classification: Parking Technician
Grade: 3
Department: Field Operations
FLSA Status: NE
Date: 07/23/2024

Position Profile

Under the direct supervision of the Parking Supervisor, this position encompasses a diverse array of clerical, accounting, administrative, maintenance, and enforcement responsibilities.

Duties and Responsibilities

Administrative Management: Holds self-accountable for assigned responsibilities; sees tasks through to completion in timely manner

- Perform administrative duties, including maintaining and tracking department records, updating files, monitoring invoicing, and associated software.
- Administer parking access, revenue control, and mechanical and computer equipment and software.
- Respond to public inquiries regarding parking services.
- Create and maintain filing systems for reports and track and respond to external and internal requests.
- Serve as backup to Parking Supervisor and Parking Enforcement Officer with the ability to operate parking garage software, issue parking citations as needed, essential repairs, collections, and assist with scheduling/payroll

Skills Proficiency/Strategic Planning: Skillful in use of tools, hardware, software, and equipment.

- Monitor and evaluate problems and organizational performance to assess efficiency and effectiveness.
- Notify customers about changes in parking facility availability or other unusual parking disruptions.
- Coordinate the installation, removal, restocking, and cash collection for paid parking kiosks.
- Assist customers with automated access control equipment/software.
- Perform general maintenance on various enforcement/PARCS equipment.
- Aid in enforcement and conflict resolution.

Leadership/Team Leader: Acts a role model and peer leader among his teammates and colleagues.

- Demonstrate the ability to work independently and with team members to achieve full performance and high morale.

- Communicate effectively with others.
- Interact with the public concerning parking issues and refer concerns to the Parking Supervisor.

Stewardship/Financial: Safeguards equipment, supplies and materials.

- Exhibit an understanding of cash handling, accounting, and auditing control procedures.
- Respond to inquiries from customers and staff from other departments.
- Prepare periodic reports on parking revenue, utilization, compliance, permit administration, and other statistics and trends.
- Perform cashiering duties, including calculating parking charges and collecting fees from customers.

Development/Leadership Development: Participate in opportunities to earn or maintain professional credentials and certifications.

- Support team members in meeting their needs so that the division operates effectively.
- Stay informed on current department practices by attending workshops, educational programs, or reading specialized literature.

Performance Expectations

- **Communication:** Clearly articulate thoughts and ideas to exchange information, listen to others, and provide constructive feedback.
- **Work Ethic:** Demonstrate independence, personal accountability, effective work habits, integrity, and ethical behavior.
- **Teamwork:** Work well as part of a team through respectful and collaborative relationships with colleagues, customers, affiliates, and stakeholder groups.
- **Problem Solving:** Improve, design, refine, and invent criteria to resolve problems through creative and critical thinking.
- **Initiative:** Take charge proactively and without instruction.

Education and Experience

- High School Diploma.
- One year of accounting, bookkeeping, or other related administrative experience preferred.
- Valid Driver's License.

Physical Requirements

This role occasionally requires physical effort in handling materials up to **60 pounds** and standing or walking approximately 50% of the time. The work involves risks or discomforts necessitating special safety precautions, such as working around moving parts, heavy equipment, vehicular traffic, machinery, or chemical substances. The ability to observe and obey traffic signals when driving and work in adverse weather conditions may also be required.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.