



Parking & Facilities Manager

Reports to: Parking & Mobility Assistant Director

Pay Grade: 9

Effective Date: December 2019

FLSA Designation: Exempt

General Position Description

Provides assistance to the Parking & Mobility Director in managing CCDC's public parking system, maintenance of buildings and facilities and affected business relationships and coordination with involved and affected public agencies. The Parking Facilities Manager assists the Parking & Mobility Director and the Assistant Director – Parking & Mobility, in planning and implementing major maintenance, repair and improvements for the public parking system. The Parking & Facilities Manager manages project construction budgets; manages project deliverables and contract compliance and tracks overall project status; facilitates operations and maintenance on assigned projects; maintains inventory of equipment, supplies and parts; assists with preparation of department budget; performs minor maintenance on CCDC property as needed; addresses arbor and irrigation issues; assists in determining rates, promotions and licensing; develops and oversees service contracts, inspection and change orders; and works with other departments and government agencies to further the goals and strategies of CCDC. The majority of these activities involve identifying a qualified contractor for services and serving as the owner's representative in successfully completing the scope of work. The position's duties involve independent judgment and decision-making on assigned projects. The Facilities Manager requires proven experience in property maintenance and repair; excellent communication and diplomacy skills; basic construction knowledge such as minor equipment repair, preventive maintenance, site inspection, and troubleshooting skills. The position reports directly to the Assistant Director - Parking & Mobility. Working conditions include an office environment with frequent visits to CCDC properties that may involve construction working conditions and exposure to inclement weather.

Essential Functions/Major Responsibilities: (This list of tasks is illustrative only, and is not a comprehensive listing of all functions and tasks performed by this position.)

- Assists the Parking & Mobility Director and Assistant Director in managing CCDC's systems, building and facility maintenance, tenant and public relationships, business partnerships, and intergovernmental affairs;
- Assists the Parking & Mobility Director and Assistant director in planning and implementation of major maintenance facility projects for the parking system which is programmed in the Parking Reinvestment Plan;
- Maintains, monitors, and manages operational compliance and reporting for the PSOP (Parking Standard Operating Procedures) Manual which outlines the daily-weekly-monthly-annual-periodic activities of the Parking Operator in regards to contracted services for the downtown public parking system;
- Plans, organizes and coordinates the scoping, concept, design, schedule and budget for a variety of small-to-mid sized maintenance projects on public parking garages, public sidewalks, public buildings, and bike parking facilities;

- Manages small, medium, and large projects identified in the Parking Reinvestment Plan for CCDC owned properties and parking structures, projects range in size from a few thousand dollar to over one million dollars in total project costs;
- Develops plans, layouts, cost and material estimates and bid specifications for maintenance and repair projects;
- Reviews architectural drawings for conformance to project design needs;
- Prepares construction schedules and ensures necessary building permits are secured;
- Assumes a proactive role regarding safety and safe operations, and regulatory compliance in areas such as the Americans with Disabilities Act and Occupational Safety and Health Act
- Manages parking structure improvements and works with the parking operator to resolve issues;
- Monitors and manages construction budgets, change orders, including cost and quality control;
- Monitors and manages project contract compliance and overall project status with general goals of managing projects to be delivered as designed, on-time, and on-budget while working effectively with patrons, and any affected neighboring parties;
- Prepares and updates CCDC's parking reinvestment plan (PRP) for review. Identifies necessary changes in scope, prepares staff reports, and maintains accurate records of all changes;
- Manages CCDC condominiums primarily regarding operational matters, with assistance from the contracts department (annual meetings, filings, condominium owner issues, etc.)
- Works with contractors and others to resolve project conflicts and issues;
- Maintains agency assets and fulfills agency ROW maintenance & operations obligations;
- Conducts field inspections, recommends and/or conducts needed and preventive maintenance repairs; prepares reports, logs, and associated documentation as needed;
- Performs minor maintenance on CCDC property as needed, including minor repair, cleaning, preventive maintenance, etc.;
- Prepares regular reports on condition, repairs, safety and appearance of physical assets to Parking & Mobility Director(s);
- Procures & maintains inventory of supplies, materials and equipment; adheres to budget limitations and processes required documentation;
- Prepares and monitors project budgets;
- Develops and oversees service contracts, inspections and change orders;
- Coordinates tree and irrigation problem troubleshooting and maintenance; implements treatment or repairs, or arranges for specialized resolutions;
- Develops and maintains positive working relationships with officials, tenants, citizens, property and business owners, developers and design professionals by responding to problems and developing effective solutions.

Secondary Functions

- Performs other related duties as assigned.

Classification Requirements

- The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Facility maintenance, operations and minor repair;
- Inventory control;
- Contract management;
- Construction, renovation, repair methods;
- Safety codes and requirements;
- Tree and irrigation maintenance;
- Hardscape maintenance, including paver systems;

- Managing public spaces for pedestrians, cyclist, and vehicles;
- Budget development and monitoring;
- Operation of a personal computer and job-related software;
- Diplomacy in dealing with property owners, businesses and the public;
- Record keeping and filing practices and procedures;
- Effective verbal and written communication skills.

Abilities and Skill in:

- Performing facility maintenance and minor repair;
- Construction management experience desired;
- Maintaining inventory;
- Practical understanding in the use of streetscapes by pedestrians, cyclists, and vehicles;
- Overseeing service contracts;
- Troubleshooting facility maintenance issues;
- Communication skills and problem-solving methods, using skill, tact and diplomacy;
- Ability to speak and read English required; fluency in Spanish and other languages a plus;
- Writing and processing legible documents appropriately and keeping organized records;
- Preparing detailed, complete and timely reports and related documentation;
- Organizing and successfully completing a variety of complex and controversial projects in the public arena;
- Managing a variety of competing tasks and priorities and meeting deadlines;
- Making decisions and exercising good judgment; demonstrating political astuteness;
- Taking initiative, overcoming obstacles and maintaining momentum on assignments;
- Establishing credibility with elected and appointed officials, citizens, tenants, business people, property owners, developers, design professionals and others;
- Performing effectively in a complex political environment;
- Anticipating questions, issues and concerns and acting as an effective troubleshooter;
- Remaining poised in dealing with people in difficult situations; exercising tact and diplomacy;
- Explaining complex issues and projects to the general public in an understandable way;
- Computer skills including programs for word processing, spreadsheets, presentations, graphics and publication layout. Knowledge of programs in Microsoft Office (Word, Excel, PowerPoint) and publication and mapping software is very desirable;
- Developing productive work relationships; collaborating and coordinating with others and fostering teamwork;
- Maintaining confidentiality of all matters.

Acceptable Experience and Training:

- High school diploma or GED is required;
- Associates Degree;
- 4 years of experience in facility maintenance;
- Familiarity with service design and user-centered design preferred
- Valid Idaho Driver's License or equivalent;
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Preferred Experience

- Bachelor's Degree in Business Management, Construction Management, or related area ;
- Experience or training in parking garage maintenance, steel reinforced concrete buildings, and/or materials science;
- Certification in Facilities Management or equivalent training/education;
- Experience in facility or operations maintenance with public property;
- Experience in warehouse inventory maintenance;
- Public relations experience;

- Or, an equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, reach with hands and arms, or manipulate tools used in performing the essential functions of the classification. The duties require frequent site work that may include climbing stairs or a ladder, and maneuvering around uneven surfaces. The employee must (occasionally or frequently) lift 50 pounds and infrequently, up to 100 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus; inspect facilities and respond to needed maintenance; and operate a motor vehicle. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions, communicate effectively in person, by telephone or electronic mail. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.