



Pittsburgh **PARKING** Authority

The Value Parking Network

JOB DESCRIPTION

JOB TITLE: RPP Coordinator

CLASSIFICATION: FLSA Exempt

DEPARTMENT: Parking Enforcement/RPP

REPORTS TO: Director of Enforcement

POSITION SUMMARY:

Position responsible for administering the Residential Permit Parking (RPP) zone certification process, RPP variances, and for ensuring high quality customer service for residents who interact with the Residential Permit Parking office and web portal. Individual in this position will demonstrate excellent customer service ability and be able to work with members of the community, including organizing community meetings, to help them navigate the petition and certification process for RPP zones. Individual will supervise the RPP clerks in the RPP office to ensure that all requests that come into the office are answered in a professional and timely manner, including RPP applications that are transmitted through the online RPP database, by mail, and all email and phone communication. Position reports to the Office Manager.

MAJOR RESPONSIBILITIES AND DUTIES:

- Coordinate the petitioning process for residents who wish to apply for a residential permit parking zone;
- Keep a calendar of recertification dates for existing residential permit parking zones and administer recertification processes when required;
- Organize and host community meetings, with other Authority staff, related to the RPP program;
- Working with the Director, design forms, documents, and administrative processes to help manage the RPP program;
- Answer residents phone calls and emails that come into the Authority related to the RPP program;
- Work with contractors and residents to issue RPP variances in accordance with Authority programs;
- Supervise RPP Clerks to ensure that all resident emails, applications, and phone calls are dealt with in a timely manner;
- Write memos, reports, emails, or letters as assigned by the Director;
- Learn and use the RPP database to generate reports, enter and analyze data, or complete other tasks on a regular basis;
- Work nights and weekends from time to time as needed to help administer programs in the Enforcement Department;
- Provide relief coverage at the PPA front desk on breaks and during lunch;
- Carry out other administrative tasks as assigned.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Skilled in the operation of a keyboard, computer photocopier and fax machine.
- Knowledge of PPA policies, procedures and applicable laws and ordinances.
- Knowledge of the laws and politics of the City of Pittsburgh and of the Residential Permit Parking program.
- Ability to maintain confidentiality.
- Ability to provide excellent customer service.
- Ability to withstand verbal abuse from the public and to be courteous and tactful to constituents.
- Ability to communicate effectively both written and verbally.
- Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.
- Ability to follow directions and complete tasks in a timely manner.
- Must have a professional demeanor.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

High school diploma or GED equivalent. An Associate Degree or higher is preferred. Three-years professional experience operating a personal computer (e.g., Microsoft Office Suite, ect.). One-year professional experience using an online database. One-year of successful professional experience in a position that requires constant interaction with the public.

SPECIAL CERTIFICATES and LICENSES:

Must possess and maintain a current and valid Class C (or Class 1) Pennsylvania Motor Vehicle Operator's Drivers License throughout employment.

OTHER:

Must be and show proof of City of Pittsburgh residency throughout employment. An Office of Municipal investigation (OMI) background check will be conducted

EQUAL OPPORTUNITY IS A PITTSBURGH PARKING AUTHORITY POLICY