

## Position Description

Hartford Parking Authority

Director of Operations

## Organization

The Hartford Parking Authority (HPA), a quasi-municipal agency of the City of Hartford, which is overseen by a five member appointed board of directors, leads the operations and maintenance of Hartford's municipal garage, multiple surface parking lots, public library parking, and all the on-street parking within the city. HPA is an active participant in the City of Hartford's transformation into a more walkable, playable, and vibrant city. While supporting the needs of a blossoming downtown, the HPA also provides support and outreach to the local neighborhoods in order to help resolve resident parking needs. Please visit [www.hartfordparking.com](http://www.hartfordparking.com) to learn more.

## Position

The Director of Operations (DO) will report to the Chief Executive Officer (CEO) and is responsible for planning, directing, and coordinating the day-to-day operations, human resources, and administration. S/he is additionally responsible for ensuring and improving the daily performance, productivity, efficiency, and profitability of organizational operations through the provision of effective methods and strategies.

The (DO) will be a hands-on and participative leader in order to effectively oversee the following areas: parking enforcement, and community relations. The successful candidate will not only be able to manage operations effectively but should also be skilled at capturing and reporting data to accurately demonstrate the relationships between financial and operational activities.

Specific responsibilities include:

- Coordinate, manage and monitor the daily workings of various departments and sub-vendors within the organization. Ensure quality of services provided by third party operators.
- Review and utilize financial data to improve profitability. Assist in the preparation and control operational budgets.
- Improve processes and policies in support of organizational goals. Implement organizational policies and procedures to maximize output. Monitor and maintain adherence to rules, regulations, and procedures.

- Manage customer/community support by attending monthly neighborhood organizational meetings.
- Oversee the organization's HR, payroll, benefits, supply management and IT functions with an eye to continuously developing and improving systems.
- Liaison with top management. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.
- Manage additional duties as assigned by the CEO.

### Qualifications

The Director of Operations will have progressive operational experience and a minimum of five years of experience directly managing the operations of a \$5 million to \$10 million organization. S/he will have experience creating and driving the analytic framework for planning and managing organizational change. S/he will ideally have experience managing parking for a municipality or quasi-municipal organization.

The (DO) will have the following experience and attributes:

- A minimum of a BS in Business, Management, Engineering, or similar area of study; an MBA would be preferred.
- Experience in a senior management role, partnering with executive staff.
- Significant knowledge and experience in organization effectiveness and operations management.
- Knowledge in monthly/annual P&L reporting.
- Excellent analytical, abstract reasoning and problem-solving skills, which allow for strategic data interpretation.
- Excellent organization, as well as written and oral communication skills.
- Technologically savvy, with demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Flexible, team-oriented self-starter who is able to multi-task while also being highly detail-oriented.
- Proven effectiveness leading and mentoring employees in daily operations and subsequently increasing responsibilities as team develops.
- Exhibit personal qualities of an excellent work ethic, integrity/ethics beyond reproach, pro-activeness, and leadership.

To Apply: Please send resume with cover letter to [mingo.gomes@hartfordparking.com](mailto:mingo.gomes@hartfordparking.com)

The Hartford Parking Authority is an Equal Opportunity Employer.