JOB VACANCY ANNOUNCEMENT

Job Title: Supervisor, BAA

Department: BAA

Representation: Non-Represented

Salary Range: 7A, $51,088 - $63,860

Internal Posting – For PPA Employees Only

Posting Period: Thursday, March 12, 2020 – Wednesday, March 18, 2020 (5-Days Only)

Persons Eligible:
Current employees of the Philadelphia Parking Authority who have been in their current position for at least six months. The employee must have satisfactorily completed their probationary period for the position currently held and non-active on the Excessive Sick Leave list.

General Description:
The Supervisor is responsible for accomplishing departmental objectives by supervising staff, organizing and monitoring work processes, and handling Customer Service issues.

Principal Duties:
- Assist in solving customer complaints in-person or over the telephone
- Assign clerical staff to training sessions offered by PPA
- Oversees Maintenance staff and supplies
- Meets with the Deputy Director to discuss departmental policies and procedures
- Provides weekly statistics on work performed by clerical staff
- Complete evaluations based on the overall work of interns
- Direct clerks of work objectives, policies, procedures and standards
- Assign or reassign daily responsibilities to meet priorities, personnel and to substitute for absent employees
- Acquire information from various PPA departments needed for hearings
- Assist with debt checks for the City of Philadelphia’s hiring process
- Monitor hearing queue to ensure that citizens are being seen in a timely manner
- Meet with the Bureau’s Director in the absence of the Deputy Director to discuss daily operational strategy

Required Knowledge, Skills and Abilities:
- Solid knowledge of BAA’s process, protocols and procedures.
- Demonstrates skills in employee supervision.
- Interpersonal skills to effectively motivate others.
- Ability to delegate assignments.

*Working Hours: During operation hours of BAA

Minimum Acceptable Training, Experience, and Education:
- High School diploma required
- Minimum of 5 years Customer Service experience

SELECTION CRITERIA:
50% - ASSESSMENT TEST, (COMPUTERIZED)
35% - ORAL INTERVIEW,
05% - ATTENDANCE,
10% - LATEST ANNUAL PERFORMANCE EVALUATION

APPLICANTS WHO HAVE AT LEAST TEN (10) YEARS OF SERVICE WILL HAVE FOUR (4) POINTS ADDED TO THEIR TOTAL SCORE. APPLICANTS WHO ACHIEVE A COMBINED SCORE OF 36 POINTS FROM THE ASSESSMENT TEST, EMPLOYEE EVALUATION AND ATTENDANCE, BASED ON THE WEIGHT EACH CATEGORY IS GIVEN, WILL BE INVITED TO THE ORAL INTERVIEW PHASE OF THE PROCESS. ONLY THOSE APPLICANTS WITH A COMBINED TOTAL SCORE OF 70 WILL BE PLACED ON THE ELIGIBILITY LIST.

The Philadelphia Parking Authority is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.

PLEASE SUBMIT RESUME TO:
Mr. Darryl White, Manager
Human Resources Department
Philadelphia Parking Authority
701 Market Street, Suite S400
Philadelphia PA 19106