

PARKING ENFORCEMENT SUPERVISOR

Department of Public Works

The current vacancy is a third-shift position, and the regular hours are 12:00-8:45 a.m., subject to departmental needs.

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: Under the direction of the Parking Enforcement Assistant Manager, the Parking Enforcement Supervisor supervises parking checker staff (currently 60+) engaged in enforcing City parking regulations, towing illegally parked and abandoned vehicles, and responding to citizen complaints. The person in this position also assists in coordinating the City of Milwaukee's tow desk, a 24-hour operation that processes requests for towing services and dispatches tow equipment.

ESSENTIAL FUNCTIONS:

- Supervises and deploys parking checkers to effectively enforce the City's parking regulations and to maximize operational efficiency, and coordinates the activities of the tow desk as assigned.
- Responds to complaints, disputes, requests for service, and inquiries made by citizens, business representatives, City staff, and elected officials.
- Assists in researching various issues and prepares and maintains reports and documents.
- Assists in training parking checkers on proper safety techniques as well as other department protocol.
- Represents the Department of Public Works-Parking Enforcement at various community and public meetings.

CONDITIONS OF EMPLOYMENT:

- Due to the 24/7 nature of the City's parking and towing operations, the Parking Enforcement Supervisor is required to work any assigned shift, including evenings, weekends, and holidays, as well as during emergency operations.
- On occasion, the incumbent will be expected to work beyond assigned hours to meet departmental needs.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Four years of progressively responsible experience in governmental (or similar) public works field operations, including significant responsibility for complaint-handling. *For example, increasingly responsible field experience in parking enforcement, recycling and sanitation, towing, transportation, or waterworks is acceptable.*
Equivalent combinations of education and experience may be considered.
2. Valid driver's license at the time of appointment and throughout employment.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- A bachelor's degree in business administration, public administration, or a related field.
- Experience in parking enforcement, towing, and related activities.

Parking Enforcement Supervisor

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of public works field operations.
- Ability to read, understand, and apply City of Milwaukee parking ordinances.
- Supervisory and training skills.
- Planning, organizing, and coordinating skills.
- Analytical and problem-solving skills.
- Oral communication and presentation skills.
- Written communication skills.
- Interpersonal skills.
- Customer service and complaint resolution skills.
- Ability to work well under pressure.
- Ability to use word processing, spreadsheet, and database programs, and the ability to learn and use human resource management systems.

CURRENT PAY RANGE (1AX): \$44,194-\$61,871 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **August 2, 2013**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.

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