

TOW LOT ATTENDANT

Recruitment #1610-0831DC-001

List Type Transfer/Promotional

Requesting Department DPW - OPERATIONS

Open Date 10/21/2016 3:00:00 PM

Filing Deadline 11/4/2016 11:59:00 PM

HR Analyst Kristin Urban

INTRODUCTION

THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY

PURPOSE

Provide customer service and associated data entry for the intake and/or release of towed vehicles. Responsible for quality control, inventory, and the evaluation of vehicles towed to the lot.

ESSENTIAL FUNCTIONS

- Document, identify, and verify vehicle information to ensure that the record contains correct data.
- Obtain or verify vehicle ownership, lien holder, or other information for notification purposes.
- Validate information and coordinate record corrections with the Parking information Desk (PID) and the Milwaukee Police Department (MPD) to ensure accuracy.
- Accurately evaluate vehicles for value, damages, and vehicle information.
- Determine future dispositions based on applicable state statutes and vehicle market value based on current market conditions.
- Use and create database queries to locate vehicles, establish/create dispositions, identify entry errors or questionable dispositions, and evaluate data to determine ownership or inconsistencies in ownership or vehicle data.
- Coordinate vehicle releases to ensure that all customers are served in a timely and orderly manner.
- Assess and document the condition of all vehicles at time of release.
- Ensure that the correct vehicle is released to the authorized agent or is recycled or sold based on legal timeframes.
- Determine and report the status of all vehicles to MPD.
- Perform Tow Lot maintenance as required.
- Complete Department of Motor Vehicles (DMV) and other vehicle forms accurately using spreadsheets and databases as necessary.

Tow Lot Attendant (DPW-Operations)

- Answer inquiries by customers, tow drivers, MPD, and other persons regarding vehicle status.

CONDITIONS OF EMPLOYMENT

- Must be available to work any shift and to rotate shifts when needed.
- Must pass a comprehensive background check.
- Must be able to work outdoors in all kinds of weather conditions.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Six months of customer service, inventory, or automotive support experience.
3. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Skill in using Microsoft Office.
- Ability to read and interpret work related document and policies.
- Ability to communicate ideas verbally in an effective manner so others can understand.
- Ability to listen and understand information and ideas through spoken words.
- Ability to communicate ideas and information in writing so others will understand.
- Knowledge of the principles and processes for providing customer service.
- Ability to work with customers who may be discourteous or upset.
- Ability to drive and operate towing vehicles and equipment.
- Ability to drive various types of passenger vehicles, including both automatic and manual transmission.
- Ability to use hand tools as well as perform mechanical repairs that will enable vehicles to be driven off the lot.
- Ability to perform maintenance tasks, such as snow and ice management and cleaning.
- Ability to lift and move objects weighing 50 pounds or more.
- Ability to perform work in a safe manner.

CURRENT SALARY

SALARY (8DN): The current starting salary is \$36,843 for City of Milwaukee residents. The non-resident starting salary is \$35,939.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Department of Public Works reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process and have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <http://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.