

ASSISTANT TOW LOT MANAGER

DEPARTMENT OF PUBLIC WORKS

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

PURPOSE: The Assistant Tow Lot Manager assists the Tow Manager in providing management oversight and leadership for the daily operations of the City of Milwaukee Tow Lot, including monitoring contractors; administering the release, storage, sales, recycling, and disposition of vehicles; supervising personnel; and managing special programs, on-site processing, service of summons and complaints, permit sales, and citation collection.

ESSENTIAL TASKS:

Tow Lot Operations and Contractor Management:

- Evaluates vehicles for sale or disposal. Manages contractor compliance, vehicle sales, vehicle intake and release, and on-site processing. Ensures the enforcement of departmental rules, regulations, and policies.
- Evaluates and approves J-Bids (junk bids) with the Salvage Supervisor according to procedure, abiding by applicable laws, and taking corrective actions as needed.
- Manages service of summons and complaints.
- Supervises the security, cleaning, and video equipment contracts related to the appearance and maintenance of the building grounds, including monitoring the time cards of associated personnel.
- Makes sure cars are disposed of in accordance with applicable laws and contractual obligations.
- Coordinates and conducts monthly contractor meetings.

Personnel Management and Policy Review:

- Ensures that Tow Lot employees are properly informed regarding policies and procedures. Trains and coaches staff regarding customer service expectations and safety issues. Documents poor performance and takes corrective actions. Conducts periodic performance appraisals.
- Reviews, researches, and creates policy initiatives. Maintains and updates the policy and procedure manual.
- Coordinates and conducts monthly staff meetings.
- Interviews potential hires and completes requisite forms. Conducts background investigations.

Fiscal Management:

- Monitors accounts payable and receivable.
- Assists in the implementation of the Tow Lot budget.
- Monitors the abandoned vehicle program.
- Produces monthly recycled sales reports.
- Monitors insurance and contract compliance.
- Manages cash handling, transaction records, and reports.
- Monitors overtime levels with senior management.

Customer Service and Complaint Resolution:

- Ensures that claims are properly investigated, distributed and reviewed. Ensures that customers are properly informed of the complaint process.
- Responds to complaints from citizens. Monitors safety requirements. Responds to and resolves issues involving insurance companies, City and private attorneys, and law enforcement agencies.

Other:

- Oversees Division of Motor Vehicles and other auxiliary services processing.
- Coordinates special towing operations.
- Analyzes and proposes legislation and develops proposals for intergovernmental relations.
- Performs other duties as assigned.

CONDITIONS OF EMPLOYMENT:

- The assigned schedule is 10:30 a.m.-7:00 p.m.
- In order to handle personnel issues, towing problems, investigations, and emergencies, the Assistant Tow Lot Manager is required to be on call 24/7.
- The work site is the City of Milwaukee Tow Lot located at 3811 W Lincoln Ave.
- The Assistant Tow Lot Manager is required to pass a comprehensive background check.

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. Bachelor's Degree in business administration, public administration, or a related field from an accredited college or university.

NOTE: *Transcripts are required and should either be attached to the application or as an email attachment to staffinginfo@milwaukee.gov, or sent to Box ATLM, Department of Employee Relations, City of Milwaukee, 200 E Wells St, Room 706, Milwaukee, WI 53202. Student copies are acceptable.*

2. Three years of progressively responsible experience in coordinating municipal public works field operations or comparable private sector experience.

Equivalent combinations of education and experience may be considered.

3. A valid driver's license at time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Supervisory experience.
- Experience in automotive services, towing, or related activities.
- Knowledge of public works field operations.
- Knowledge of salvage vehicle processes, including vehicle inspection, evaluation, and sales.
- Knowledge of public safety and security.
- Knowledge of management principles and practices.
- Planning, organizational, and time management skills and the ability to direct and coordinate staff.
- Ability to achieve customer service excellence through staff training and supervision, satisfactory complaint resolution, and contractor compliance.
- Ability to interpret legislation and understand regulatory compliance issues related to towing.
- Interpersonal skills; ability to work effectively with diverse staff, officials, contractors, and the public.
- Oral and written communication skills.
- Knowledge of mathematics, statistics, accounting, and financial and human resources reporting.
- Skill in using computer applications such as word processing, spreadsheet, and database as well as Oracle/PeopleSoft and video surveillance software.
- Analytical and problem-solving skills.
- Skill in identifying areas for improvement, making recommendations, and implementing changes.
- Judgment and decision making skills.
- Ability to remain calm in stressful situations.
- Ability to withstand a wide range of weather conditions.
- Honesty, integrity, and fiscal responsibility.

THE CURRENT SALARY RANGE (PR 06) IS: \$50,206 to \$70,295 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

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 **January 27, 2012**. 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.

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