



TRANSFER/PROMOTIONAL OPPORTUNITY
for
PARKING CITATION REVIEW MANAGER
(Contract Liaison Officer)
City Attorney's Office

This position is responsible for reviewing and resolving disputes regarding parking citations and tow fees.

Essential Functions:

- Review and resolve disputes on parking citations and tow fees for individuals who have appointments scheduled daily by the citation processing contractor.
- Review and resolve complaints received by mail or by phone.
- Responsible for entering disposition of dispute into autoprocess and utilizing autoprocess, night parking permit database, tow system or other resources to resolve disputes.
- Make recommendations to improve parking operations' processes and procedures and to make the review and resolution process efficient, cost effective and customer friendly.

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

Required Knowledge, Skills & Abilities:

- Excellent dispute resolution skills.
- Excellent communication skills.
- Proficiency with computers and computer programs.
- Knowledge of City parking ordinances, parking enforcement, towing and citation processing is desirable.

Requirements:

- Current status as a regularly appointed City of Milwaukee employee.
 - Possession of a valid State of Wisconsin driver's license.
 - Bachelor's Degree in Business Administration, Public Administration, Law or related fields and two years experience in parking enforcement, paralegal, citation processing, claims adjusting or other related experience
- OR-**
- Six years of professional experience in parking enforcement, paralegal, citation processing, claims adjusting or other related experience

Equivalent combinations of education and experience may be considered.

The Current Salary Grade (06) Is: \$1,817.85 – \$2,545.23 bi-weekly.

Selection Process: The vacancy will be filled by administrative transfer/promotion. The City Attorney's Office will conduct a job-related selection process consisting of an evaluation of education and experience and a personal interview. The Department reserves the right to invite only the most qualified candidates to the personal interview.

Application Procedure: Send resumes to Barbara Woldt, Special Assistant to the City Attorney, City Attorney's Office, City Hall, Room 800 or email your resume to BWOLDT@milwaukee.gov by **January 21, 2005**. Receipt of resumes may be discontinued any time after that date.

#05-005TR—CKS (SM) 01/11/05