



**TRANSFER/PROMOTIONAL OPPORTUNITY**

**PARKING CITATION REVIEW MANAGER**

**City Attorney's Office**

**PURPOSE:** The Parking Citation Review Manager is responsible for reviewing and resolving disputes regarding parking citations and tow fees.

**ESSENTIAL FUNCTIONS:**

- Review and resolve disputes on all outstanding parking citations for individuals who have appointments scheduled daily by citation processing contractor.
- Document dispute decisions for future review.
- Initiate payment plans for outstanding parking citations.
- Educate citizens about the specifics of parking violations and ordinances to decrease recidivism.
- Research each dispute to gather and determine the complete set of facts using all available tools.
- Review information about towed vehicles for validity of tow on a walk-in basis.
- Record determinations about towed vehicles on review documents; send documents to the tow lot and record the determination on the tow number data in the A/P system.
- Order refunds on recovered towed vehicles as required.
- Review and resolve complaints received by mail in a timely manner.
- Work with the receptionist to improve the communication and timeliness between the City Attorney's office and other parking-related entities.
- Document errors in scheduling and A/P system for private contractor.
- Refer missing or erroneous sign concerns to DPW-infrastructure.
- Inform parking enforcement of citation issuance problems.
- Communicate with private contractor to release plate registration holds upon payment.
- Make recommendations to improve parking operations' processes and procedures.

*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. Current status as a regularly appointed City of Milwaukee Employee having passed probation for the current position held.
2. Bachelor's Degree in Business Administration, Public Administration, Law or a closely related field and two years of experience in parking enforcement, paralegal, citation processing, claims adjustment or other related field.

NOTE: College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, sent to [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov) or sent to Box PCRM, Department of Employee Relations, City of Milwaukee, 200 East Wells Street, Room 706, Milwaukee, WI 53202.

**OR**

3. Six years of experience in parking enforcement, paralegal, citation processing, claims adjustment or other related field.

## ***Parking Citation Review Manager (City Attorney's Office)***

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*Equivalent combinations of education and experience may be considered*

### **DESIRABLE REQUIREMENTS:**

- Knowledge of Wisconsin traffic laws, City parking ordinances, parking enforcement, and towing and citation processing.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Knowledge and skill in dispute resolution in order to accomplish departmental goals and objectives.
- Ability to communicate orally with citizens, co-workers, supervisors, public officials, and personnel in other departments to effectively resolve issues and achieve objectives.
- Ability to effectively communicate in writing using business correspondence and develop reports.
- Skill in the proficient use of computers and work related software (Microsoft Office and proprietary software such as: Duncan AutoPROCESS, Municipal Court's CAT, and WI DOJ eTIME).
- Ability to manage time and organize and maintain records to efficiently complete multiple projects in a timely manner.
- Ability to review, analyze, and understand work related material to gather information, review disputes, and reach a timely resolution.
- Ability to remain calm under adverse conditions.

**The current pay range (PR 2GX) is:** \$50,959 to \$71,349 annually for City of Milwaukee residents. The current non-resident pay range is: \$50,206 to \$70,295 annually. Appointment above the minimum is possible.

**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 City Attorney's Office 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: The City's residency requirement as set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process, please contact 286-2105.*

### **APPLICATION PROCEDURE:**

- Applications can be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling 286-3751, or by visiting [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs).
- Applications should be returned to: Lindsey O'Connor, Human Resources Analyst, Senior, Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202 by **January 10, 2014**.

*Receipt of applications may be discontinued any time after that date.*