

TOW LOT ATTENDANT

Recruitment #2103-0831DC-001

List Type	Transfer/Promotional
Requesting Department	PARKING
Open Date	3/31/2021 08:56:00 AM
Filing Deadline	4/16/2021 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY

PURPOSE

The Tow Lot Attendant provides customer service and associated data entry for the intake and release of towed vehicles.



ESSENTIAL FUNCTIONS

Vehicle Processing and Release

- Document, identify, and verify vehicle information to ensure that the record contains correct data for inventory and quality control.
- 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.
- Evaluate vehicles for value, damage, make, model, and other vehicular 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 the MPD.
- Complete Department of Motor Vehicles (DMV) and other vehicle forms using spreadsheets and databases.
- Utilize technology, including hand-held devices and printers, in order to inventory vehicles and produce vehicle identification labels.

Lot Maintenance

- Perform Tow Lot maintenance including the following: snow removal by truck, shovel or snow blower; salting; and cleaning, such as sweeping and loading car parts into a truck bed.
- Use tow truck, skid steer loader and end loader for various operations within the Tow Lot.
- Maintain existing equipment and supply inventory.

Customer Service

- Answer inquiries by customers, tow drivers, MPD, and others regarding vehicle status.
- Respond to electronic or written information requests.
- Request services from other City departments.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Must be available to work any shift and to rotate shifts when needed.

- Must be able to work outdoors in all kinds of weather conditions.
- Ability to lift and move objects weighing 50 pounds or more occasionally, up to 20 pounds frequently, and up to 10 pounds consistently.
- The Tow Lot Attendant is considered essential staff during the current public health emergency.

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 driver's license at the time of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Ability to read and interpret work-related document and policies.
- Skill in using Microsoft Office.
- Ability to quickly learn job related database, software, technology.
- Ability to effectively utilize equipment such as handheld devices and printers in order to enter, query and manipulate data and to provide associated documentation.
- 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, such as screw drivers, pliers, wrenches, lock out kit and/or hammers, in order to remove license plates, open car doors, and perform vehicle adjustment to enable the vehicles to be driven off the lot.
- Ability to perform maintenance tasks, such as snow and ice management and cleaning.
- Ability to perform work in a safe manner.

Communication, Customer Focus and Interpersonal

- 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.
- Customer focus and a dedication to exceptional service delivery.
- Ability to interact with residents in a courteous, tactful, and concerned manner.

- Ability to remain calm when working in stressful and often emotionally charged situations.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

CURRENT SALARY

The current salary range (8DN) is **\$36,843-\$40,450**, and the resident incentive salary range for City of Milwaukee residents is **\$37,948-\$41,663**. *Appointment will be made in accordance with the provisions of the salary ordinance.*

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 Public Works reserves 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 who 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.

ADDITIONAL INFORMATION

APPLICATIONS and further information can be accessed by visiting www.jobaps.com/MIL.

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO = 805

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.