

TOW LOT ATTENDANT

Recruitment #1912-0831DC-001

List Type	Transfer/Promotional
Requesting Department	PARKING
Open Date	12/13/2019 3:05:00 PM
Filing Deadline	1/3/2020 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

Provide customer service and associated data entry for the intake and/or release of towed vehicles.

ESSENTIAL FUNCTIONS

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

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.

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.

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.

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.
- Customer focus and a dedication to exceptional service delivery; ability to interact with citizens 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.
- 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 perform work in a safe manner.

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 Employee Relations and the DPW-Parking reserves the right to call only the most qualified candidates to oral exams, 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.