

TOW LOT MANAGER

Recruitment #1806-4830-001

List Type	Transfer/Promotional
Requesting Department	PARKING
Open Date	8/15/2018 09:30:00 AM
Filing Deadline	9/5/2018 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

Working as a strategic partner with and adviser to the Parking Services Manager, the Tow Lot Manager sets the operational direction on all matters related to the intake, processing, storage, release and disposal of towed vehicles.

ESSENTIAL FUNCTIONS

- The incumbent in this position draws upon a detailed understanding of related laws and ordinances to manage daily operations, direct staff, oversee customer interactions and maintain an interactive relationship with the Milwaukee Police Department.
- Assist the Parking Services Manager in developing and accomplishing strategic Tow Lot operational goals and related DPW, Parking Service, or City initiatives.
- Manage, direct and monitor the daily operations to meet goals and objectives, including ensuring staffing levels and employee performance, financial accountability of revenue and expenditures, and efficient and safe operations of the Tow Lot in its work processes.
- Manage and oversee the customer interaction process and work in tandem with well trained and high performing staff to ensure excellent customer service standards while following protocol.

- Coordinate and monitor the Junk-bid auction process, vehicle recycling contracts and towing contractors and conduct performance evaluations necessary to create efficiencies; assist in drafting and monitoring contracts, making recommendations for process improvements.
- Monitor and report on financial activity at the Tow Lot using various sources such as Financial Management Information System (FMIS) and vendor specific financial programs; review, process and authorize payments, invoices, and revenues for the Tow Lot; process bankruptcy close-outs to be submitted to the Federal Court system; assist in gathering and analyzing data for the purpose of developing budgets for the Tow Lot.
- Respond to damage claims, complaints, and questions from citizens, elected officials, and other stakeholders, taking appropriate action to correct or resolve them in a responsive and professional manner. Initiate quick resolutions as appropriate to the situation.
- Interview and hire Tow Lot personnel, and conduct orientation and training programs for all new and promoted employees; provide a safe, tolerant, and learning environment for all employees.
- Initiate and direct effective emergency operations such as snow and ice control, responses to floods, windstorms, or other emergency conditions as it relates to towing operations. Coordinate with other DPW sections for adequate staffing and equipment to ensure public safety. Provide detailed and accurate communications to the management team.
- Manage and maintain Tow Lot facilities and equipment, including the surface yard, attendant stations, and dispatch office.
- Represent the department on work groups, at public hearings, and at community and neighborhood meetings, and provide information to educate the public on related City programs and services.

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 respond to emergency events, providing management direction and oversight.
- Must work various shifts and extended hours, including weekends and holidays, to meet the needs of the Tow Lot.
- Must work in all types of weather conditions.
- Must be professional in communication, conduct and appearance.

- Must be physically able to lift and move up to 10 pounds unassisted, on occasion.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in business or public administration, management, transportation and logistics, project management, or a related field from an accredited college or university.
3. Four years of experience in municipal management, overseeing personnel and managing workloads, schedules, and multiple operations with varying priorities.
4. Valid State of Wisconsin Driver's License at time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: To be given credit for college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Experience in municipal towing, parking, vehicle recycling or disposal, snow and ice control or other emergency response operations.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge and Skills:

- Knowledge of current practices and procedures and emerging trends related to the vehicle towing industry and vehicle recycling markets.
- Knowledge of federal, state and municipal laws related to the towing industry.
- Knowledge of safety regulations and safe worker practices.
- Ability to manage towing operations with a calculated, dynamic approach.
- Knowledge of City of Milwaukee streets, neighborhoods, boundaries, and special conditions and locations important to daily and emergency operations.
- Ability to read and interpret work-related documents.

- Skill in monitoring department financial activity and contracts and assisting in the development of budgets.
- Proficiency using standard computer applications such as word processing, spreadsheet, and database.

Leadership Skills:

- Leadership and supervisory skills; ability to assign duties, set performance standards, monitor work in progress, evaluate performance, and make hiring recommendations.
- Training and motivational skills; ability to provide guidance and training and coach team members to success.

Communication and Interpersonal Skills:

- Verbal communication and presentation skills in order to positively represent the department to groups both large and small.
- Written communication skills, including the ability to prepare clear and concise correspondence and reports.
- Interpersonal skills; ability to collaborate effectively with other City managers, elected officials, fellow staff, direct reports, and outside parties.
- Customer focus and a dedication to exceptional service delivery; ability to interact with citizens in a courteous, tactful, and concerned manner.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

Critical Thinking Skills:

- Analytical skills to be able to analyze and interpret data and apply knowledge to identify and develop process improvements.
- Problem-solving skills to effectively address complex challenges.
- Decision-making skills and sound judgment.

Professional Characteristics:

- Ability to plan, organize, and prioritize work to achieve objectives within deadlines.
- Detail-oriented.
- Dedication and willingness to respond to the department's emergency response efforts.

- Ability to remain calm when working in stressful and often emotionally charged situations.
- Ability to represent the department with professionalism, honesty, and integrity.
- Commitment to professional development and staying abreast of best practices in municipal towing and vehicle recycling.

CURRENT SALARY

THE CURRENT PAY RANGE (1FX) for City of Milwaukee residents is \$62,338-\$87,270 annually, and the non-resident pay range is \$60,809-\$85,129. *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. DPW-Operations Division 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.

INITIAL FILING DATE - The selection process will be held as soon as practical after **Wednesday, September 5, 2018**. 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. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the Department of Employee Relations and/or the hiring authority.

***NOTE:** Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.*

ADDITIONAL INFORMATION

Applications and further information may be accessed by visiting www.jobaps.com/MIL.

- 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 Code = 103

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