

TOW LOT ASSISTANT I

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: The Tow Lot Assistant I performs the primary customer service, clerical, accounting and legal, DMV related, and administrative duties at the City Tow Lot.

NOTE: Tow Lot Assistant I is the first step in the progressively responsible Tow Lot Assistant positions. Tow Lot Assistant I's may be promoted, as determined by the Department of Public Works, to Tow Lot Assistant II and to Tow Lot Assistant III after gaining sufficient knowledge of the position.

ESSENTIAL FUNCTIONS:

- ◆ Process inquiries from customers; provide customer service. Resolve customer problems and complaints and diffuse emotional/agitated customers.
- ◆ Process cash, check and credit card payments for towing and storage fees, vehicle sales permits, DMV transactions, parking citations, payment plans for citations, and vehicle bills. Reconcile cash deposits with drawer report; identify and report discrepancies.
- ◆ Process and perform necessary tasks for issuing parking or vehicle sales permits, DMV transactions, (registration, titling and registration renewal), court dates and pay plans in the Oracle database.
- ◆ Utilize multiple databases (NCIC, DMV, TriVIN, Wilenet, ETime queries) to establish ownership and check for stolen vehicles. 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.
- ◆ Archive, organize, and direct citizen complaints, attorney requests, and other legal inquiries to the appropriate manager.
- ◆ Perform basic statistical analysis of vehicle processing and disposition and trend analysis.
- ◆ Compile and supply copies of relevant records for attorney or insurance investigation requests.
- ◆ Perform the responsibilities of a Tow Lot Attendant when necessary, including using a computerized system to process the entry and exit of vehicles from the Tow Lot, receive and document customer complaints, document damage to vehicles, conduct vehicle inventories, and retrieve and move vehicles and property.
- ◆ Perform other job-related duties as assigned

Conditions of Employment: *Tow Lot Assistants are expected to work non-traditional shifts that include holidays and mandatory overtime, and are also expected to work Saturdays on a rotating schedule.*

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. Four years of office support experience including extensive customer service, data entry and retrieval, and generation of queries and reports.
2. Valid driver's license at time of appointment and throughout employment.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

Tow Lot Assistant I

NOTE: One or more years of college may substitute for up to one year of experience.

DESIRABLE QUALIFICATIONS

- Fluency in both written and spoken Spanish
- Post High School education

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of basic math
- Cash handling skills
- Record keeping skills
- Keyboarding skills
- Organizational skills
- Analytical skills
- Written communication skills
- Interpersonal skills
- Oral communication skills
- Word processing skills
- Ability to work in a stressful environment
- Ability to maintain a professional attitude in dealing with agitated customers
- Ability to manage and diffuse interpersonal conflict
- Ability to interact with the public tactfully and professionally
- Ability to accurately record information in electronic and hardcopy format
- Ability to develop an understanding of the legal aspects associated with this position
- Ability to create spreadsheets and work within Microsoft Excel
- Ability to lift objects weighing up to 50 lbs.

CURRENT PAY RANGE (6FN) is: \$31,289 - \$37,464 annually with excellent benefits.

SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **May 10, 2013**. 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. Qualified applicants will be notified by mail of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information can be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.