

TOW LOT ASSISTANT I

PURPOSE: The Tow Lot Assistant I is responsible for providing customer service to and assisting in the retrieval of vehicles to their rightful owners. The Tow Lot Assistant I is also responsible for performing clerical tasks associated with the collection activities for insurance companies, lien holders and bidders as well as the sales of abandoned vehicles.

NOTE: Tow Lot Assistant I is the first step in the progressively responsible Tow Lot Assistant positions. Tow Lot Assistant Is 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:

- ◆ Provide customer service in person and over the phone to vehicle owners attempting to retrieve their vehicles, pay fees, submit job-related forms, etc.
- ◆ Work with and process cash, check and credit card payments; reconcile cash deposits
- ◆ Work with and prepare a multitude of job-related documentation including but not limited to vehicle permits, fees, vehicle liens, legal notices, etc.
- ◆ Develop and maintain lists of vehicle inventories, vehicles sold, etc.
- ◆ Work with and maintain information for weekly vehicle auctions, contact winning bidders
- ◆ Work with Dept. of Motor Vehicle in completing vehicle certification forms, submitting vehicle inspection results
- ◆ Set up appointments, coordinate vehicle inspections, etc., with the Milwaukee Police Department
- ◆ Recordkeeping responsibilities
- ◆ Performing simplified accounting procedures
- ◆ Performing the responsibilities of a Tow Lot Attendant when necessary
- ◆ Performing other job-related responsibilities as assigned

MINIMUM REQUIREMENTS:

1. Valid driver's license at time of appointment and throughout employment.
2. Residency in the City of Milwaukee within six months of appointment and throughout employment.

NOTE: Tow Lot Assistant Is, IIs, and IIIs are all expected to work non-traditional shifts that include holidays and mandatory overtime. Tow Lot Assistant Is, IIs, and IIIs are also expected to work Saturdays on a rotating schedule.

DESIRABLE QUALIFICATIONS

- Fluency in both written and spoken Spanish
- High school diploma or equivalent (G.E.D.)

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED:

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

CURRENT PAY RANGE (415) IS: \$29,479 - \$34,423 annually.