



Code: 6287

Family: Legal and Regulatory

Service: Operation and Construction

Group: Engineering, Designing and Structural

Series: Traffic Engineering

CLASS TITLE: SUPERVISOR OF FIELD VEHICLE INVESTIGATORS

CHARACTERISTICS OF THE CLASS

Under general supervision, performs and supervises Field Vehicle Investigators performing field inspections in response to requests for the removal of abandoned or hazardous vehicles from city streets, thoroughfares, and public and private lots; oversees the removal of vehicles impeding construction, special events and emergency situations; and performs related duties as required

ESSENTIAL DUTIES

- Prioritizes and makes daily work assignments, ensuring the efficient allocation of Field Vehicle Investigators (FVIs) to different geographical areas of the city; ensures staff has required resources (e.g. city vehicle, hand held device, radio) to perform field work
- Oversees and monitors field activities of staff engaged in responding to 311CSR complaints of abandoned or hazardous vehicles, ensuring established operating procedures are followed in the inspection and reporting of located vehicles for towing or relocation
- Reviews FVIs daily activity reports, compiles data and prepares productivity reports for the unit; conducts random checks of GPS records against daily activity sheets to verify reported locations and work completed by staff
- Conducts inspections in response to emergencies, aldermanic requests or court orders, locating vehicle(s), taking pictures to document appearance and location, preparing required vehicle tow reports, and coordinating the towing or relocation of vehicles
- Oversees and monitors seasonal FVIs working primarily in the Overnight Parking Ban program, enforcing no parking/ tow zones restrictions during snow season
- Trains staff on work procedures including required inspection, reporting and enforcement actions relating to the towing or relocation of abandoned, hazardous or illegally parked vehicles
- Implements safety work procedures and practices to minimize employee accidents and to promote a safe work environment
- Monitors work performance, reviews time records and approves time off and vacation schedules; enforces personnel work rules; initiates and enforces disciplinary actions as required
- Responds to accidents and incidents involving staff; takes pictures to document damage to vehicles; ensures required reports are completed; and accompanies employee for drug and alcohol testing if required
- May testify at administrative or court hearings on cases relating to towed or relocated vehicles

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Four years of work experience as a Field Vehicle Investigator **OR** four years of work experience in enforcing or inspecting for compliance license requirements, parking regulations, federal and state laws or local ordinances.

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Licensure, Certification, or Other Qualifications

- A valid State of Illinois Driver's license is required
- Some proficiency in Microsoft Office including Word and Excel highly desirable

WORKING CONDITIONS

- Primarily a field position
- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., hand held mobile device, personal computer, computer terminals, printer)
- Communication equipment (e.g., two-way radio, cell phones)

PHYSICAL REQUIREMENTS

- Ability to work outside in inclement weather conditions
- Ability to stand and walk for extended or continuous periods of time
- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of

- state and municipal ordinances governing abandoned or hazardous vehicles and providing the Department of Streets and Sanitation with authority to impound or relocate vehicles
- operating work procedures and practices in the inspection of vehicles for abandoned or hazardous status and their impoundment or relocation
- primary identifiers on a vehicle including location of VIN numbers, vehicle make, vehicle model and state sticker number
- City's geographical locations and street grid system

Some knowledge of

- computer operations and use of applicable software
- supervisory practices and methods

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- **ACTIVE LEARNING** – Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

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- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking distinctly, answering questions and resolving issues

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2012