



CLASS TITLE: AUTO POUND SUPERVISOR

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises the operations of an auto pound facility under the control of the Department of Streets and Sanitation, supervising a staff of property custodians and monitoring the performance of a vendor providing contractual auto pound management and towing services; and performs related duties as required

ESSENTIAL DUTIES

- Supervises a staff of Property Custodians – Auto Pound engaged in the receiving, inspection, inventorying and release of vehicles towed to the auto pound
- Monitors the performance of vendor contracted to tow and manage operations at an assigned city-owned auto pound facility
- Inspects the auto pound facility to assess vehicle impoundment operations and inventory ensuring compliance with safety and operational standards
- Ensures compliance with federal and state laws and municipal ordinance governing the impoundment, notification, release and storage of vehicles
- Reviews vendor's daily inventory reports and related activity reports
- Prepares reports of auto pound activity including but not limited to vendor activities for billing purposes
- Liaisons with law enforcement agencies in matters related to towed and impounded vehicles
- Supervises administrative functions relating to the operation of a auto pound facility including the identification and notification of vehicle owners, responding to and resolving customer complaints, and the preparation of productivity and operational work reports
- Prepares and supervises the preparation of case files, paperwork and the scheduling of administrative hearings for cases involving vehicles seized by the Police Department or owners appealing the towing of their vehicles
- Prepares work schedules and makes work assignments, ensuring the facility is properly staffed
- Implements safety work procedures and practices to minimize employee accidents and to promote a safe work environment
- Monitors work performance and ensures staff comply with work standards and procedures; approves time off; initiates and enforces disciplinary actions as required
- Prepares the required paperwork for the disposal and salvage of unclaimed 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

- Three years of work experience in inventory management or vehicle towing and impoundment, **OR** three years of work experience in operations relating to vehicle inventory, vehicle rentals or fleet management

Licensure, Certification, or Other Qualifications

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

WORKING CONDITIONS

- Auto pound facility and 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., personal computer, computer terminals)
- Communication equipment (e.g., two-way radio, cell phones)

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time
- Ability to climb staircases
- Ability to operate a personal computer and related equipment

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

Knowledge of

- Inventory, release and auditing of auto pound operations
- State, federal and other information sources used in the identification of vehicle owners
- Proper markings on vehicles for identification purposes including VIN numbers
- Federal, state and local laws governing impounded vehicles
- Computer operations and use of applicable software

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
- 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
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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
February, 2013