



Code: 6333

Family: Facilities

Service: Operation and Construction

Group: Engineering, Designing and Structural

Series: Collective Bargaining

CLASS TITLE: PROPERTY CUSTODIAN – AUTO POUND

CHARACTERISTICS OF THE CLASS

Under supervision, assigned to the Department of Streets and Sanitation's Auto Pound Operations, responsible for inventorying vehicles and maintaining manual and computerized records of towed and impounded vehicles at the city's auto pound facilities, and performs related duties as required

ESSENTIAL DUTIES

- Visually inspect towed vehicles, walking around and viewing vehicle to complete an inventory report and document information such as type and make of vehicle, serial and license numbers, current or expired city sticker, physical condition and damage to the exterior, and visible property inside the vehicle
- Data enter vehicle data including type, make and license plate numbers to access records on law enforcement data base and obtain information on vehicle registration and vehicle owner
- Process paperwork by sorting and forwarding copies of vehicle inventory reports to appropriate personnel; maintains in-house files of vehicle inventory reports
- Provide customer service to individuals arriving to auto pound: answers questions about towing fees, explains policies for not releasing a vehicle, checks vehicle owner's identification, prepares paperwork to release vehicle and directs owner to cashier for payment of tow fees
- Maintain computerized records to process information including updating records on vehicles released from the auto pound and scheduling administrative hearings for vehicle owners appealing the tow and related fees
- Conduct physical inventory of vehicles, walking through auto pound and checking and matching vehicles with inventory reports to ensure all vehicles are accounted for on a daily basis
- Prepare and generates standard form letters notifying owners of fees owed on unclaimed vehicles and planned actions by the city if vehicles are not claimed
- Answer phones and responds to information requests from supervisors. Answers calls forwarded from 311, providing information to individuals searching for their vehicle
- Prepare impounded vehicles scheduled for disposal: punch trunk lock to empty out contents of the trunk, remove and dispose of all items in the interior of vehicle, remove license plates, and perform related duties to prep vehicle
- Prepare work reports and maintain a clean and safe work area,

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

- Two years of combined work experience performing clerical, storekeeping, inventory control or personal computer work.

Work schedule is based on the Police Department's shift rotation schedule and positions are required to work a rotating schedule as needed

Licensure, Certification, or Other Qualifications

- Must obtain clearance to access records on LEADS (Law Enforcement Administration Data System), i.e. Hot Desk, within six months of hire

WORKING CONDITIONS

- Auto pound facility environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Communication equipment (e.g., two-way radio, pager system)
- Flashlight, safety vest
- Hand tools (e.g. hammer , screwdriver)

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**

Some knowledge of:

- basic components and parts of vehicles
- safety and security practices related to a city auto pound facility
- basic computer operations relating to security camera monitors

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
 - 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
September, 2011