CLASS TITLE: SUPERVISING TRAFFIC ENFORCEMENT TECHNICIAN

CHARACTERISTICS OF THE CLASS
Under general supervision, participates in the City’s Automated Speed Enforcement program, functioning as a first level supervisor, supervising technicians responsible for verifying speed enforcement incidents and; and performs related duties as required

ESSENTIAL DUTIES
- Monitors a staff of Traffic Enforcement Technicians engaged in the review of photographic evidence of potential speed violations captured by automated speed enforcement camera equipment to validate Municipal Code violations
- Validates the accuracy of photographic evidence and event data associated with potential speed violations captured by automated speed enforcement cameras
- Authorizes the acceptance or rejection of incidents as speed violations based on sufficient evidence
- Resolves problems and disputes concerning the accuracy of potential speed violations and the identification of registered vehicle owners
- Meets with supervisory staff to review staffing, work priorities, communicate procedural changes and discuss business operations
- Establishes and implements work policies and procedures to ensure optimum productivity
- Prepares and reviews productivity reports and evaluates performance of subordinate staff
- Responds to atypical or sensitive complaints and inquiries
- Maintains records of daily activity logs, including equipment malfunctions and repairs, contacts, and statistics on work performed
- May retrieve requested photo images, when required
- Prepares work activity reports

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 Customer Service experience plus at least two years’ work experience in the use of personal computer equipment and standard software applications

Licensure, Certification, or Other Qualifications
- None

WORKING CONDITIONS
- Fast paced office environment

EQUIPMENT
- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS
• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Considerable knowledge of:
• *clerical methods, practices, and procedures
• *applicable computer software packages and applications (e.g., Microsoft Word, Excel, Outlook email
• *English language spelling, punctuation, and grammar
• *alphabetical or numerical classification of information
Some knowledge of:
• *report preparation methods, practices, and procedures
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
• SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
• LOGICAL THINKING – Assess a set of facts or situation in order to make deductions that lead to a certain conclusion either rationally or based on a set of criteria

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
• RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements
• INITIATIVE - Demonstrate willingness to take on job challenges
• STAMINA - Demonstrate energy and stamina to accomplish work tasks
• COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
• STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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