



Code: 6286

Family: Legal and Regulatory

Service: Operation and Construction

Group: Engineering, Designing and Structural

Series: Traffic Engineering

CLASS TITLE: FIELD VEHICLE INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under supervision, conducts field inspections in response to complaints relating to abandoned or hazardous vehicles on city streets, thoroughfares, and public and private lots; enforces the City's regulations restricting parking and allowing for the towing, impoundment or relocation of vehicles; and performs related duties as required

ESSENTIAL DUTIES

- Drives a city vehicle, canvassing assigned geographical areas and accessing 311CSR complaints using a hand held mobile device to locate abandoned or hazardous dilapidated vehicles
- Inspects overall condition of reported vehicle and enters vehicle identification information into the hand held mobile device and enters notes to document findings; makes determination if vehicle can be classified as abandoned or hazardous
- Chalks tires and places notification sticker on vehicles deemed abandoned or hazardous notifying owner that vehicle will be towed within a specified period of time (e.g., seven days)
- Contacts office personnel to check information on vehicles suspected as stolen and receives verification; prepares vehicle tow report for immediate tow and impoundment of stolen vehicles
- Assigned to work special events (e.g., parades, processions) to enforce parking restrictions on street, preparing vehicle tow reports and working with drivers to coordinate vehicle tows
- Assigned to work the overnight parking ban program to enforce no parking/tow zones restrictions during snow season; work with tow truck drivers on a specific route, preparing vehicle tow reports and coordinating the towing of vehicles
- Coordinates the relocation of vehicles on streets during emergency snow removal or other emergencies
- Prepares daily activity reports; ensures information is updated on 311CSR report using hand held mobile device; maintains contact with supervisor and reports atypical situations
- Writes and issues citations/tickets for parking violations as required

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 clerical work experience **OR** two years of work experience in enforcing or inspecting for compliance license requirements, parking regulations, federal and state laws or local ordinances, **OR** an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois Driver's license is required

WORKING CONDITIONS

- Primarily a field position

- 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**

Knowledge of

- state laws 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

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
November, 2012