



## CLASS TITLE: CHIEF AUTO POUND SUPERVISOR

### CHARACTERISTICS OF THE CLASS

Under general supervision, manages the operations of the city's six auto pound facilities under the control of the Department of Streets and Sanitation, supervising a large staff of supervisors and 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

- Manages a staff of Auto Pound Supervisors and Property Custodians – Auto Pound engaged in the receiving, inspection, inventorying and release of vehicles towed to auto pounds
- Monitors the performance of vendor contracted to tow and manage operations at various city-owned auto pound facilities; conducts inspections and meets with vendor personnel to assess impoundment, inventorying and vehicle release operations
- Works with staff and vendor personnel to ensure 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; checks and verifies the accuracy of monthly vendor billings against work reports and forwards for payment
- Functions as the liaison to law enforcement agencies in matters related to towed and impounded vehicles
- Oversees administrative functions relating to auto pound operations including the identification and notification of vehicle owners, responding to and resolving customer complaints, and the preparation of productivity and operational work reports
- Coordinates the preparation of case files, paperwork and the scheduling of administrative hearing 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 24/7 work operations are properly staffed ; responds to and available for special events and emergency incidents
- 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
- Participates in the preparation of the operating budget for the auto pound section; oversees the preparation of 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

- Five years of work experience in inventory management or vehicle towing and impoundment, of which at least two years are in a supervisory role **OR** five years of work experience in operations relating to vehicle inventory, vehicle rentals or fleet management, of which at least two years are in a supervisory role

**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**

Considerable knowledge of

- Supervisory methods, practices and procedures
- Inventory, release and auditing 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

**CLASS TITLE: CHIEF AUTO POUND SUPERVISOR**

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- 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.

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City of Chicago  
Department of Human Resources  
October, 2012