



Career Service Authority

Vehicle Impound Clerk

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GENERAL STATEMENT OF CLASS DUTIES

Receives, stores, releases, and provides security for impounded vehicles and related property at the City's Vehicle Impound Facility, and performs data input and updating for the CCIC and NCIC computer systems.

DISTINGUISHING CHARACTERISTICS

This class receives, stores, releases, and provides security for impounded vehicles and related property at the City's Vehicle Impound Facility. This class is distinguished from the Administrative Support Assistant II, which performs a variety of full performance level office support work. This class is distinguished from the Property and Evidence Technician, which receives and identifies evidence/property, inventories, packages, tags, and stores property, maintaining proper "chain of custody" and safe working environment. This class is distinguished from the City Inspector, which performs entry level inspection work ensuring compliance with City standards and ordinances, enforcing compliance, and issuing permits, notices, orders, summons, and citations. This class is distinguished from the Stock Clerk, who performs a variety of stockroom duties including receiving, stocking, and issuing a variety of supplies, materials, and equipment.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Receives impounded vehicles, inspects the exterior of each vehicle for new and/or old damage to the body of the vehicle, and makes appropriate notations on an impound slip.

Inspects the interior of a vehicle to identify and report existing damage, missing parts, and valuable accessories or to report unsafe or hazardous conditions.

Identifies and verifies the make, model, color, vehicle identification number, and other details of the vehicle.

Escorts vehicle owners and other appropriate persons to retrieve and/or view vehicles to ensure safety and security of property premises and other vehicles. Escorts the tow truck driver to the location and space where the impounded vehicle will be stored.

Informs officer responsible for impounding vehicles of personal property left in the vehicle.

Releases impounded vehicle to the owner, or other authorized party, including a tow truck driver.

Makes routine checks of the grounds and the entire perimeter of the car pound to maintain security and safety of the area and monitors automated surveillance system against intruders, prowlers, and vandals.

Performs a variety of clerical tasks such as typing detailed inspection information on the tow slips.

Preserves the chain of evidence/custody of vehicles being held for fingerprinting and/or criminal investigation for various law enforcement agencies.

Researches the National Crime Information Center (N.C.I.C.) and Colorado Crime Information Center (C.C.I.C.) computer system to determine if a vehicle is stolen or wanted by a criminal agency.

Inputs and updates data into C.C.I.C. /N.C.I.C. computer systems.

Explains policies and procedures, notifies, and interacts with other agencies and public regarding the impoundment and release of vehicles.

Audits information for accuracy and completion.

Answers incoming phone lines, answering questions and relating procedural information.

Performs a variety of clerical tasks, including typing detailed inspection information on tow slips.

Performs other related duties as assigned or requested

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty- Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness- Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Interpersonal Skills- Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Reading- Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Memory- Recalls information that has been presented previously.

Flexibility- Adapts quickly to changes.

Self-Esteem- Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Self-Management- Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Listening- Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reasoning- Discovers or selects rules, principles, or relationships between facts and other information.

Writing- Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Teamwork- Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making- Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Speaking- Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Customer Service- Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Negotiation- Works with others toward an agreement that may involve exchange specific resources or resolving differences.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Walking: moving about on foot.

Pushing: exerting force upon an object so that the object is moved.

Pulling: exerting force on an object so that it is moving to the person.

Stooping: bending the body by bending spine at the waist. Reaching: extending the hand(s) and arm(s) in any direction. Handling: seizing, holding, grasping, or otherwise working with hands.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more

Working Environment:

Exposed to the risk of blood borne diseases

Exposed to hazardous anesthetic agents, body fluids, and wastes

Exposed to hazards from electrical/mechanical/power equipment

Exposed to a variety of electromechanical hazards

Exposed to explosive chemicals, gases, and low-level radiation

Exposed to possible hazardous materials

Subject to hazards of flammable, explosive gases

Subject to burns and cuts

Subject to injury from moving parts of equipment

Subject to varying and unpredictable situations

Subject to many interruptions

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Requires weekend, holiday, and shift work

Exposed to extreme weather conditions – extreme heat, cold, rain, snow, dust, pollutants, and sun

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of clerical experience.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

Possession of a valid Driver's License at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/16/95

ESTABLISHED BY: Tony Gautier & Jim Servold

REVISED DATE: 12/27/2009

REVISED BY: Blair Malloy

CLASS HISTORY 1/1/2006: Class was reviewed as part of an annual maintenance study. Duties were updated and placed into the new class specification format.
12/2009: Class duties were updated.