



City of Kansas City, Missouri Job Class Specification

Job Title:	TOW SERVICE COORDINATOR	Department:	MULTI
Job Code:	3503	Status:	NONEXEMPT
		Grade:	NE-3

Summary This is work at an impounding lot on an assigned shift.

Work involves responsibility for all tow-in and parking activities at an assigned impounding lot. Work involves driver dispatching assignments, scheduling of related work assignments, and maintaining an orderly operation of the tow lot. Only general supervision is provided in that a majority of work is accomplished in accordance with established departmental policies and procedures.

Duties and Responsibilities

- Responsible for all dispatching, intake processing and tow services operations on assigned shift.
- Oversees all activities and staff on assigned shift
- Participates in the patrol of parking and impounding areas to see that unauthorized persons and vehicles do not enter; sees that impounded and unclaimed vehicles are properly recorded and garaged in appropriate parking locations.
- Participates in the preparation of impounded and unclaimed vehicles for disposition.
- Dispatches tow vehicles.
- Inspects city vehicles to determine that they are properly serviced and maintained.
- Trains assigned staff as necessary
- Directs the checking and recording of automotive motor and serial numbers and personally verifies those number to ensure the accuracy of information recorded
- Maintains various daily reports
- Documents the work performance of assigned staff.
- Ensures the facility is maintained.
- Composes written communications.
- Interprets municipal ordinances, departmental policy, procedures and rules to the public.
- Resolves difficult customer service problems.
- Assists in setting performance standards and measurements for service delivery.
- Performs related duties as required.

Technical Skills	Working knowledge of: - the general operations of a vehicle impound and storage facility. - tow truck operations and related towing equipment and the various conditions and circumstances in which they are used. - the geographical layout and the major street locations of the City of Kansas City, Missouri. Ability to: - organize the activities of staff and contractors. - establish and maintain effective working relationships with other employees and the general public. - express oneself clearly in written or verbal communications. - enforce regulations with impartiality. - exercise tact when dealing with the public.
Education and Experience	High school graduation and two years experience in the operation of trucks and other specialized automotive equipment. OR High school graduation and two years' experience in tow service operations.
Certificates/ Licenses/Special Requirements	▪ Must possess a valid State -issued driver's license in accordance with the City of KCMO policies. ▪ Must pass a physical examination as prescribed by the City. ▪ Must pass a background check as prescribed by the City. ▪ Will be required to pass a preemployment drug screen
Supervisory Responsibility	Supervision may be exercised over a staff of skilled and semi-skilled assistants
Supervision Received	Work is performed under general supervision. Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.
Created	4/73
Revised	5/02, 9/06, 2/07, 6/14, 1/20, 8/22