

THE CITY OF KNOXVILLE  
**CIVIL SERVICE**  
**JOB ANNOUNCEMENT**

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web:www.knoxvilletn.gov

**7080                      Vehicle Impoundment Assistant                      10/12/2020**  
(Entry-Level and Promotional)

Drug testing may be required

**ENTRY-LEVEL SALARY:** \$ 28,667 annually

**PAY GRADE RANGE:** \$ 28,667 - \$ 41,022 annually (Pay Grade 3)

*The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.*

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Friday, October 23, 2020.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email [mbfoster@knoxvilletn.gov](mailto:mbfoster@knoxvilletn.gov) before the posting deadline.

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**JOB DESCRIPTION: Please See Attached Position Description**

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**MINIMUM REQUIREMENTS**

**Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.**

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Must possess high school diploma or GED equivalent.
- Requires a minimum of one (1) year of experience as a security guard or equivalent providing general security for buildings, property, or people.
- Must possess, or be able to obtain during the probationary period, a valid Tennessee driver's license.
- Must be able to work nights/weekends.
- Preference may be given to applicants with direct experience performing vehicle impoundment activities.

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**EXAMINATION**

The selection procedure for this position will consist of a Written Examination (100%). Subject areas on the written exam will include: Following Instructions; Basic Mathematical Calculations; Communication and Dealing with Hostile Individuals; Computer Usage; Form Completion; Security Practices and Procedures; and Decision Making and Judgment.

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*Note: Background checks will be conducted.*

**AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE**

**The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.**

**POSITION DESCRIPTION**  
**City of Knoxville**

<b>Class Title:</b> Vehicle Impoundment Assistant	<b>Working Title:</b> same	<b>PCN:</b>
	<b>Incumbent:</b> vacant	<b>Created:</b> 01/25/2008

**GENERAL DESCRIPTION**

Under general supervision, this position assists in the overall operation and security of the City's vehicle impoundment facilities and impounded items.

**ESSENTIAL FUNCTIONS**

Receives vehicles and other impounded items - inspects, documents, classifies, assigns storage, and supervises handling.

Ensures the security of impounded vehicles and other items through the use of camera systems, guard rounds, access control, and other security/inventory control methods.

Provides information and assistance to the general public, City personnel, and other authorities regarding impounded property; communicates with others in person and via two-way radio; deals with hostile, angry, and otherwise uncooperative individuals in a professional, courteous manner.

Maintains a variety of records, both manually and on computer; documents all impound lot transactions.

Assists in the release of impounded items - ensures proper documentation; verifies ownership, repossession, or insurance recovery; calculates fees; monitors release assistance.

Calculates and collects impoundment payments including towing, storage, parking, and miscellaneous fees and fines; completes cash and credit card handling and reporting procedures.

Assists in the sale/disposal of impounded items - prepares for public sale; moves sale vehicles and items to sale lot; marks and preps units for sale; completes required documents; monitors removal of items after sale and finalizes documentation process.

Assists in the deployment of contracted security personnel.

Assists in the sale/disposal of vehicles and other items impounded by the City Police Department and Codes Enforcement office.

Computes and collects fees, fines, and other charges.

Prepares various reports as needed.

Performs related duties as required.

**MARGINAL FUNCTIONS**

None indicated.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of policies, procedures, rules and regulations regarding the handling of impounded properties and general inventory.

Knowledge of security practices and procedures including patrol, crowd control, traffic control, observation, and safety.

Knowledge of the geographic layout, streets, and locations of major buildings in the Knoxville area.

Ability to apply common sense understanding to carry out instructions provided in oral, written, and/or diagrammatic form.

Ability to accurately perform a variety of basic mathematical calculations (e.g. add, subtract, multiply, divide).

Ability to complete standardized forms, logs, reports and other documentation accurately and legibly.

Ability to verbally communicate ideas and information in a clear and concise manner; ability to use tact, courtesy, and other principles and practices of effective interpersonal relations when answering questions, providing information and assistance, and otherwise dealing with others.

Ability to work inside and outside as activities demand.

**KNOWLEDGE, SKILLS AND ABILITIES (cont.)**

Ability to work in a hazardous environment (i.e. proximity to moving vehicles, etc.).

Ability to deal with hostile, angry, or otherwise uncooperative individuals in a professional, courteous manner.

Ability to use a computer to gather and record information.

Ability to exercise good judgment and make appropriate decisions about a variety of situations.

Ability to act in accordance with established policies, rules, and procedures when performing assigned duties.

**PHYSICAL REQUIREMENTS**

This position consists of primarily light work, requiring the incumbent to exert up to 20 pounds of force occasionally, or 10 pounds (or less) or force frequently, in order to lift/carry, push/pull or otherwise move objects. The job usually requires walking or standing to a significant degree. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

**MENTAL REQUIREMENTS**

This position uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables in situation where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

**MINIMUM REQUIREMENTS**

Must possess a high school diploma or GED equivalent.

Requires a minimum of one (1) year of experience providing security for buildings, general property, or people.

Must possess or be able to obtain an appropriate Driver's License as required by State Law.

Must be available to work any of three shifts (day, evening, night).

**PREFERRED QUALIFICATIONS**

The hiring authority may give preference to applicants with direct experience performing vehicle impoundment activities.