

## CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

### CLASSIFICATION

**TITLE:** Towing Services Foreman

**CLASS CODE:** 3313

### GENERAL DESCRIPTION OF DUTIES:

Incumbents supervise towing field operations.

### DISTINGUISHING CHARACTERISTICS:

This is the journey-level managerial classification in the Equipment Operations Series – Tow Service Group job family within the City of St. Louis. Incumbents within this classification perform a limited variety of complex duties. The distinguishing characteristics of this classification within the series include responsibility for receiving towing orders, dispatching operators and maintaining towing records.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions;

Signing performance plans and appraisals;

Resolving informal grievances or formal grievances at the first step; and

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

**EXAMPLES OF WORK (Illustrative Only):**

*(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)*

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Receives and prioritizes towing orders. Dispatches tow truck operators to tow sites.

Collects towing fees and releases vehicles to owners.

Performs record keeping/administrative duties. Completes towing reports/activity logs, completes revenue reports, maintains towing records, files towing tickets, enters vehicle identification numbers to records and verifies vehicle ownership.

Inspects trucks for maintenance/repair needs and safety considerations.

May perform auctioneer duties.

Performs other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Data Utilization:**

Requires the ability to process, calculate, compute, summate, and/or tabulate data and/or information. Includes the ability to perform subsequent action in relation to these computational operations.

**Human Interaction:**

Requires the ability to provide first line supervision. Ability to persuade, convince, and train subordinates. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to customers in specific situations.

**Equipment, Machinery, Tools and Materials Use:**

Requires the ability to operate a variety of equipment such as two-way radio, computer terminal, telephone, calculator/adding machine, computer printer and photocopier, and materials used to perform essential functions.

**Verbal Aptitude:**

Requires the ability to utilize a variety of advisory data and information such as activity logs, tow tickets, accident reports, maintenance reports, repair orders, maps, street guides, leave requests, personnel policies, attendance records, receipts, ordinances statutes, procedures, guidelines and non-routine correspondence.

**Mathematical Aptitude:**

Requires the ability to perform addition, subtraction, multiplication and division.

**Functional Reasoning:**

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

**Situational Reasoning:**

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

**Environmental Factors:**

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

**Physical Requirements:**

None.

**Sensory Requirements:**

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of sounds associated with job-related objects, materials and tasks, such as communicating with customers, law enforcement personnel and tow truck operators.

**EDUCATION AND EXPERIENCE STATEMENT:**

Two (2) years of experience in the operation of a tow truck in a large towing service operation. Qualifying experience must be within the last five (5) years; or an equivalent combination of education, training and experience.

**SPECIAL REQUIREMENTS:**

Possess and maintain a valid Missouri Commercial Driver's License (Class A or B) while employed by the City of St. Louis.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.