

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Violations Bureau Specialist	Department:	City Clerk's Office
Requisition Number:	2024184		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$26.00 per hour
Date Posted Up:	5/13/2024	Date Posted Down:	Until Filed
Time Up:	2:00 p.m.	Time Down:	

SUMMARY

Working under the general supervision of the City Clerk and Office Supervisor the incumbent performs a variety of office duties and performs other duties as required. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

- Answers and directs phone calls in reference to parking ticket complaints, meter checks, etc.;
- Greets people at the front counter, directing to the proper office, and other miscellaneous information;
- Collects payments for parking violations at the front counter;
- Counts, separates, and files all tickets;
- Enters information from tickets into computer;
- Distributes parking ticket books to police department and enters into computer;
- Balances cash drawer with tickets and receipts each day;
- Keeps ticket books and receipts in order and available;
- Gives out general information and answers questions about tickets, building information, etc.;
- Sends out letters for Smoke Detectors Ordinance Violations;
- Picks up, sorts and delivers in-coming departmental mail;
- Prepares daily bank deposits on a daily rotating basis;
- Processes mail payments on a daily rotating basis;
- Assists with the Deferral Program and notarize paperwork;
- Data enters ordinance violations issued by other City Departments;
- Reports meter checks to 311;
- Generates letters for overpayments/shortages;
- Communicates effectively both orally and in writing
- Working with Right of Way on Accela Barricade permits and posting calendar;
- Receipting meter collections;
- Processing false alarms through Spillman and billing them;
- Preparing cases and payment agreements for collections;
- Court Administrator backup;
- Preparing past due and final notices for billing;
- Runs suspensions of license plates through BMV;
- Prepares parking appeals for review along with maintaining the documents and sending out notifications of appeal decisions;
- Research new addresses for returned mail;
- Process and send unpaid citations to collection agency as needed.

- Prepares and checks cases for administrative hearings.
- Schedules citations for administrative hearings.
- Provides the case on behalf of the city, for administrative hearings.
- Closes cases that have been presented in administrative hearings.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) supplemented by courses in typing; or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Indiana driver's license if City vehicle is used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.