



Office of Human Resources  
Vehicle Impound Clerk - CN2620  
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### General Statement of 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.

### 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.

### Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Self-Management- Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Writing- Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### Experience Requirement

Two (2) years of clerical experience.

### Education & Experience Equivalency

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

### Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Potential exposure to the risk of blood borne diseases  
Potential exposure to hazardous anesthetic agents, body fluids, and wastes  
Potential exposure to hazards from electrical/mechanical/power equipment  
Potential exposure to a variety of electromechanical hazards  
Potential exposure to explosive chemicals, gases, and low-level radiation  
Potential exposure 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  
Potential exposure to extreme weather conditions – extreme heat, cold, rain, snow, dust, pollutants, and sun  
Exposure due to soil, plants, insects, and rodents.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

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

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

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.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Color Vision: ability to distinguish and identify different colors.

**Background Check Requirement**

Criminal Check  
Employment Verification  
By position, Motor Vehicle Record

**Assessment Requirement**

Alphanumeric Data Entry

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: N-612**  
**FLSA Code: N**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**