



**Department of Public Works
Operations Division- Parking &
Transportation Section**

Jerrel Kruschke, P.E.
Commissioner of Public Works

Danielle A. Rodriguez, M.B.A.
Director of Operations

Peter Knox
Interim Parking Services Manager

July 11, 2025

City Service Commission
Department of Employee Relations
City Hall, Room 706

RE: Request to Extend Temporary Appointment – Nicole Anderson

Dear City Service Commissioners:

DPW Operations Division respectfully requests a 5-month temporary appointment extension to the position of Tow Lot Manager for Ms. Nicole Anderson. The original temporary appointment began on April 14, 2025 and will end on July 19, 2025. In anticipation of its expiration, I respectfully request that the temporary appointment be extended from July 20, 2025 -December 19, 2025. This is the first extension.

Ms. Nicole Anderson is currently a Tow Lot Assistant Manager in DPW Operations - Parking and Transportation section. This temporary appointment is filling a vacancy due to an employee serving in a temporary appointment. The Tow Lot Manager manages Tow Lot activities for the City of Milwaukee on a 24/7 schedule. The Tow Lot Manager provides management oversight and leadership for all Tow Lot activities by setting the operational direction in all matters related to the in-take, processing, storage, release and disposal of towed vehicles by the Department of Public Works and the Milwaukee Police Department, while acting as a strategic partner with, and advisor to the Parking Services Manager. This position plays a critically important role.

Thank you for your consideration. If you have any questions or concerns, please contact Peter Knox, Interim Parking Services Manager (x3635 or pknox@milwaukee.gov) or contact Makisha Porter, Operations Human Resources Administrator (x3255 or mmporte@milwaukee.gov).

Sincerely,

Danielle Rodriguez, M.B.A.
Director of Operations

DAR:mmmp
cc: Dan Thomas, Peter Knox, Makisha Porter



Department of Employee Relations
200 E. Wells Street, Room 706
Milwaukee, WI 53202-3554



R. 07.08.19

NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR DERCERTIFICATION@MILWAUKEE.GOV

TEMPORARY APPOINTMENT / APPOINTEE DETAILS			
DEPARTMENT/DIVISION DPW-Operations-Transportation	LAST NAME Anderson	FIRST NAME Nicole	INITIAL R
AUTHORIZED POSITION TITLE Tow Lot Manager	PAY RANGE 1IX	F&P COMMITTEE APPROVAL DATE	REQUISITION #
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, Referral #	
REASON FOR TEMPORARY APPOINTMENT <input type="checkbox"/> During Leave of Absence of an employee who is expected to return <input checked="" type="checkbox"/> To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 7/20/2025	ANTICIPATED EXPIRATION DATE 12/19/2025	T.A. RATE OF PAY 3609.10
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW			
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: To provide management and oversight while the current Tow Lot Manager is temporarily filling a current vacancy.			
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE: Nicole Anderson has been the Assistant Tow Lot Manager since 2019, and a trusted City of Milwaukee employee for nearly twenty years. Nicole's knowledge and capabilities make her a good fit in this temporary appointment.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
<u>TRAINING AND EDUCATION:</u> Certified Public Manager - University of Wisconsin - Madison M.S. Business Administration - Cardinal Stritch University B.A. Community Leadership		<u>WORK EXPERIENCE:</u> Tow Lot Assistant Manager - City of Milwaukee (2019-current) Fleet Operations and Training Manager - City of Milwaukee (2022) Driving Instructor - Lada Drivers School, LLC -	
<u>OTHER REQUIREMENTS (i.e. LICENSES):</u> Member - Delta Mu Delta International Honor Society in Business Recipient - Philip & Mariette Orth Merit Scholarship			
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, CURRENT DEPARTMENT: DPW-Operations-Transportation	CURRENT POSITION TITLE: Tow Lot Assistant Manager	EMPLOYEE ID NUMBER: 017152
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTEE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes - Explain Relationship			
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.			
REPORTING OFFICER Makisha Porter	SIGNATURE by: <i>Makisha Porter</i> TITLE Human Resource Administrator		DATE 7/10/2025
APPROVING OFFICER Chuck Schumacher	SIGNATURE <i>Chuck Schumacher</i> TITLE Operations Administration Manager		DATE 7/10/2025
THIS SECTION FOR DER REVIEW			
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE



TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY

APPLICANT NAME (last, first, middle)		DATE
Anderson, Nicole		7/19/2025
POSITION TITLE	PAY RANGE	RATE OF PAY
Tow Lot Manager	11X	3609.10

SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.

Temporary Appointment Applicant Signature

7/10/25
Date Signed

Tammy Stephan

Witness Name (Print)

Witness Signature

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 06/14/2023		2. Present Incumbent: Peter Knox		Is incumbent underfilling position?	
3. Date Filled: 12/31/2018		4. Previous Incumbent: Charmaine Wilks		YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.	
5. Department: Public Works		Bureau: Division: Operations		Unit: Tow Lot Section: Parking Services	
6. Work Location: 3811 W Lincoln Ave		Telephone: 286-5091 Email: pknox@milwaukee.gov		Work Schedule: Hours: 8:30-5:15 / Days: M-F	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Non-Mgmt/Non-Rep If in District Council 48, which local?		9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
10. Official Title: Tow Lot Manager		Pay Range		Job Code	
Underfill Title (if applicable):		1IX		4942	
Requested Title (if applicable): Tow Lot Manager				103	
Recommended Title (DER Use Only):		Approved by:			
		Date:			

11. BASIC FUNCTION OF POSITION:

The Tow Lot Manager manages Tow Lot activities for the City of Milwaukee on a 24/7 schedule. The Tow Lot Manager provides management oversight and leadership for all Tow Lot activities by setting the operational direction in all matters related to the in-take, processing, storage, release and disposal of towed vehicles by the Department of Public Works and the Milwaukee Police Department, while acting as a strategic partner with, and advisor to the Parking Services Manager. Drawing on a detailed understanding of related laws and ordinances, the incumbent applies various regulations to daily operations and staff's work processing vehicles, and maintains a productive relationship with the Milwaukee Police Department. This position also directs tow lot staff, and their work processes, in the processing of momentary payments and Department of Transportation (D.O.T.) transactions for towed vehicles. This position uses a variety of means to account for and report on tow lot finances, including FMIS and vendor specific financial reporting systems. The Tow Lot Manager, in collaboration with the Parking Services Manager, monitors private property towing compliance and reports findings to the City's licensing division. The Tow Lot Manager is also responsible for monitoring and administering contracts related to the processing and disposal of vehicles, towing, and tow management software.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
25	<ul style="list-style-type: none"> • Provide overall management of Tow Lot Operations • Ensure staffing levels and employee performance • Responsible for financial accountability of towing revenue and expenditures and efficient operations of the tow lot and its work processes • Under the direction of the Parking Services Manager, create and accomplish strategic goals related to Tow Lot operations and any other Parking Services, DPW or City initiatives. • Respond to damage claims, citizen complaints, and Aldermanic requests for service • Gather and analyze data for the purpose of developing budgets for the Tow Lot

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
15	<ul style="list-style-type: none"> • Coordinate, conduct, and monitor the auction process, recycling contract, and towing contracts to include performance evaluations necessary to create efficiencies
10	<ul style="list-style-type: none"> • Monitor and report on financial activity at the Tow Lot using various sources such as FMIS and vendor specific financial programs • Review, process, and authorize payment, invoices, and revenues for the Tow Lot • Monitor the preparation of the bi-weekly payroll for the Tow Lot • Oversee the daily cash handling and financial reconciliation of a 7-million-dollar enterprise fund. Ensure best accounting practices are being used
10	<ul style="list-style-type: none"> • Oversee the intake and release of approximately 30,000 vehicles a year • Oversee, manage, and develop the City's towing and lot management software • At the direction the Parking Services Manager, provide data, documentation, and reports to the appropriate stake holders
5	<ul style="list-style-type: none"> • Assist in generating contracts and RFPs and make recommendations for process improvements where needed • Responsible for monitoring and administering contracts related to the processing and disposal of vehicles, towing, and tow management software • Monitor and maintain the scrap vendors "virtual tow yard" developed within the Tow Lot's URI software platform. Perform recycling reconciliation and invoice accordingly
5	<ul style="list-style-type: none"> • Serve as the computer coordinator for the Tow Lot. Document problems, follow-up to ensure timely resolution • Coordinate and provide training to current and new employees • Oversee the onboarding of all staff including working with temporary staffing agencies • Represent the Tow Lot in disciplinary hearings • Integrate technology on an ongoing basis to all components of the Tow Lot (when applicable) • Oversee the notification process as required by state statute of over 150,000 letters annually • Oversee the notification process for parking citations sent by mail
5	<ul style="list-style-type: none"> • Oversee monthly reconciliation, billing, document submission, and compliance for all private property towing companies performing non-consensual tows in the City (approx. 10,000 annually) report data to the license division and represent the City in license related hearings. • Oversee and maintain the Tow Lot's app-based vehicle pre and post trip inspections • Oversee the maintenance of the Tow Lot's webpage • Oversee open records for the Tow Lot • Oversee and maintain the Tow Lot's online payment system
5	<ul style="list-style-type: none"> • Coordinate snow removal at the Tow Lot and coordinate towing events during snow emergencies • Oversee the evaluation of vehicles to determine if they should be sold or recycled • Oversee the setting of reserves for auction vehicles and determine which vehicles will be awarded by auction bidders • Oversee all maintenance of property and equipment at the tow lot
5	<ul style="list-style-type: none"> • Monitor and assist MPD in the maintenance and ongoing development of MPD's "virtual evidence tow yard" developed within the Tow Lot's URI software platform. • In collaboration with the Milwaukee Police Department, assist in the management of vehicles being held in evidence. • Oversee the release, sale, or recycling of vehicles released from evidence by MPD • Coordinate Tow Lot resources to assist MPD in training with vehicles
5	<ul style="list-style-type: none"> • Oversee operations and partnership with D.O.T. as the Tow Lot provides service as a DMV Service Center

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% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> Collaborate with the Department of Transportation D.O.T. Investigators on vehicle ownership disputes Oversee investigations and claims made by citizens against the tow lot. Collaborate with the City Attorney's office and testify at Judicial and Legislative hearing and or court as needed.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	• Be on call 24/7 365 days per year
5	• Other duties as assigned

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Thomas Woznick, Parking Services Manager

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Take general direction from the Parking Services Manager while acting with a high degree of autonomy, directing staff in legal, safe and efficient towing operations. Based on professional knowledge of the industry, the Tow Lot Manager autonomously develops and implements initiatives that are in sync with the overall strategic direction of Parking Services, the Department of Public Works and the City of Milwaukee.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 27.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

of supervision exercised by indicating one or more of the following:		
a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Tow Lot Assistant Manager	a,b,c,d,e,f,g,h
1	Citation Review Manager (Supervise in collaboration with the Parking Services Manager)	a,b,c,d,e,f,g,h
2	Tow Lot Supervisor	a,b,c,d,e,f,g,h
1	Tow Lot Assistant IV	a,b,c,d,e,f,g,h
1	Tow Lot Crew Leader	a,b,c,d,e,f,g,h
7	Tow Lot Assistant III	a,b,c,d,e,f,g,h
9	Tow Lot Attendant	a,b,c,d,e,f,g,h
5	Tow Lot Temporary Employees	a,b,c,d,e,f,g,h

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Bachelor's degree in business administration, public administration, or related fields required. Three years of progressively responsible managerial experience in municipal public works, parking operations, and/or enforcement/towing operations. Equivalent combination of education and experience may be considered.

ii. Knowledge, Skills and Abilities:

Demonstrate excellent analytical, verbal, and written communication skills incorporating current software applications (i.e. Microsoft Word, Excel, Outlook, PowerPoint, video surveillance programs, and oracle-based programs). Knowledge of FMIS or other advanced, enterprise financial reporting

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

systems. Knowledge of the towing industry and recycling markets. Knowledge of federal, state and municipal law as it relates to the towing industry. Skilled in developing budgets. Skilled at communicating both orally and in writing. Ability to develop and foster productive work relationships with internal and external customers. Ability to direct and organize staff. Managerial skills in the area of planning, organizing, and directing to achieve customer service excellence, regulatory compliance, and fiscal responsibility. The ability to query, generate reports, and manipulate data in a large database is essential.

iii. Certifications, Licenses, Registrations:

Possession of a valid State of Wisconsin Driver's License

iv. Other Requirements:

Accurate, analytical, good mathematical skills, ability to work with minimal supervision, detail oriented and customer service focused.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

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H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (<i>such as typical office or administrative work</i>).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (<i>i.e. warehouses, covered loading docks, garages, etc.</i>)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

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CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools <i>(please list)</i> :	
<input checked="" type="checkbox"/> Office Machines <i>(check all that apply)</i> : <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input checked="" type="checkbox"/> Cash register	
<input type="checkbox"/> Other <i>(please list)</i> :	

- L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

Must be professional in appearance and conduct. Must be responsive to a diverse population of coworkers and residents with care and concern to provide excellent service while maintaining city rules and regulations. Requires a high degree of integrity, discretion, confidentiality and good judgement. Must be diplomatic, tactful and courteous and work efficiently in an executive level setting as well as field office settings

- M. I believe that the statements made above in describing this job are complete and accurate.**



Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

Nicole R Anderson

EDUCATION:

- 2013- 2015 **M.S. Business Administration**
Cardinal Stritch University; May 2015
- 2009- 2012 **B.A. Community Leadership**, Elective Studies minor
Alverno College; May 2012
- 2025 **Certified Public Manager** – University of Wisconsin- Madison

AWARDS/RECOGNITION:

- 2015 Member- Delta Mu Delta International Honor Society in Business
2011 Recipient- Philip & Mariette Orth Merit Scholarship

APPLICABLE WORK HISTORY/EXPERIENCE:

- Assist in managing one of the City of Milwaukee's multi-million-dollar enterprise funds including the vehicle recycling program and auction program.
- Responsible for the scrapping of City de-commissioned vehicles on behalf of the Fleet Services Division.
- Wide-spread knowledge of DOT regulations in relation to vehicle titling and registration.
- Financial reporting of Tow Lot revenue to the Tow Lot Manager for budgetary purposes.
- Ethical decision-making and practices.
- Experience in managing City and temporary personnel including recruitment, hiring and termination processes, disciplinary action, and assessment and reporting on probation employees' performance.
- Experience in managing through turmoil with crisis management skills.
- Training/mentoring experience- teaching teen driving and adult behind-the-wheel classes; train employees on office and Tow Lot operations. Assign duties, set performance standards, monitor work in progress.
- Draft Standard Operating Procedures, set policies, and monitor practices at the Tow Lot.
- Cooperatively worked with department managers and project managers to write specifications and scopes for service in RFPs and soliciting bids.
- Practice in mediation and negotiation between contractors and departments. Monitor for contract compliance and compile compliance data for tow companies for the Licensing Committee.
- Continuously identifying opportunities to implement cost savings initiatives.
- Investigate City Attorney claims on behalf of the Tow Lot. Make the determination to deny or pay claims.
- Provide quality service to a diverse range of customers and stakeholders. Ability to explain statutes and ordinances to citizens.
- Forward-thinking in instituting succession planning within DCD-Administration and Parking Services, and implementing best practices within DCD-Purchasing and the Tow Lot.
- Coordinate ice and snow-related plowing events at the Tow Lot.
- Develop and maintain curriculum, manage, and schedule all Fleet Training programs for 300+ employees.
- Supervision of training staff and the instruction of personnel to ensure they provide valuable, technical, safe and proper training and operation of equipment.
- Maintenance of employee training records.

- 2019-Present Tow Lot Assistant Manager-** City of Milwaukee DPW- Parking Services, Tow Lot
- 2022- 2022 Fleet Operations and Training Manager (5 months; requested to reinstate to my former position)
- 2018- 2021 Driving Instructor- Lada Drivers School, LLC Shorewood, WI; Instructor #7027
- 2017-2019 Purchasing Agent- Sr., City of Milwaukee, Department of City Development, Finance & Administration; Promoted
- 2016- 2017 Personnel Payroll Assistant III- City of Milwaukee, Department of City Development, Finance & Administration
- 2016- 2016 Administrative Specialist- Senior, City of Milwaukee, Department of Administration, Purchasing Division
- 2015-2016 Program Assistant II, City of Milwaukee, Department of Administration, Purchasing Division
- 2010-2015 Office Assistant IV, City of Milwaukee, DPW- Central Forestry Division; Promoted
- 2009-2010 Office Assistant III, City of Milwaukee, Milwaukee Water Works; Promoted
- 2005-2009 Police District Office Assistant, City of Milwaukee, Milwaukee Police Department; Promoted

ADDITIONAL VOLUNTEER ACTIVITIES:

- 2022 Volunteer Swim Coach – Riverside High School Girls Swim Team
- 2022 DPW Peer Support Group Member; Mental Health First Aid Trained
- 2017- 2019 American Red Cross Volunteer- Public Affairs