



**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 – Tammy Stephan

Dear City Service Commissioners:

DPW Operations Division respectfully requests a 5-month temporary appointment extension to the position of Assistant Tow Lot Manager for Ms. Tammy Stephan. 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. Tammy Stephan is currently a Tow Lot Supervisor in DPW Operations - Parking and Transportation section. This temporary appointment is filling a vacancy due to an employee serving in a temporary appointment. The Assistant Tow Lot Manager assists the Tow Lot Manager in providing management oversight and leadership for the daily operations of the City of Milwaukee Tow Lot. This includes but is not limited to monitoring contractors, administering the release, storage, sales and recycling of vehicles, supervising personnel, managing special programs, overseeing on-site processing, responding to complaints, reconciling financial transactions, coordinating snow removal at the tow lot, and maintaining portable electronic devices. 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 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 Stephan	FIRST NAME Tammy	INITIAL
AUTHORIZED POSITION TITLE Tow Lot Assistant Manager	PAY RANGE 1GX	F&P COMMITTEE APPROVAL DATE N/A	REQUISITION # N/A
UNDERFILL TITLE (IF APPLICABLE) N/A	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 2982.72
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 assist with management and oversight while the current Tow Lot Assistant Manager is temporarily filling the current Tow Lot Manager 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: Tammy Stephan has worked for the City of Milwaukee Tow Lot for fourteen years, beginning as a Tow Lot Assistant III, promoted through ranks to her current position of Tow Lot Supervisor, a position she has held since 2022. Tammy is a trusted City of Milwaukee employee, with vast operational knowledge, capabilities, and customer service experience making her a good fit in this temporary appointment.			
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:			
TRAINING AND EDUCATION: Bachelor's degree (in progress) - University of Wisconsin - Parkside. High School Diploma - William Horlick High School - 1996		WORK EXPERIENCE: City of Milwaukee: Tow Lot Supervisor (2022 - Current); Tow Lot Assistant IV (2022); Tow Lot Assistant III (2011 - 2022) Stephan's Auto Sales and Service: Owner (2008 - 2022)	
OTHER REQUIREMENTS (i.e. LICENSES) N/A			
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 Supervisor	EMPLOYEE ID NUMBER: 021395
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 	TITLE Human Resource Administrator	DATE 7/10/2025
APPROVING OFFICER Chuck Schumacher	SIGNATURE 	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
Stephan, Tammy		7/19/2025
POSITION TITLE	PAY RANGE	RATE OF PAY
Tow Lot Assistant Manager	1GX	2982.72

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

7/10/2025
Date Signed

Nicole Anderson

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: Nicole Anderson		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled: 4/7/2019		4. Previous Incumbent: Nicole Anderson			
5. Department: Public Works		Bureau: Division: Operations		Unit: Tow Lot Section: Parking Services	
6. Work Location: 3811 W Lincoln Ave		Telephone: 286-5074 Email:		Work Schedule: Hours: 8:30-5:15 / Days: M-F/Alternating Weekends	
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 Assistant Manager			Pay Range	Job Code
	Underfill Title (if applicable):			1GX	4377
	Requested Title (if applicable):				103
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

The Assistant Tow Lot Manager assists the Tow Lot Manager in providing management oversight and leadership for the daily operations of the City of Milwaukee Tow Lot. This includes but is not limited to monitoring contractors, administering the release, storage, sales and recycling of vehicles, supervising personnel, managing special programs, overseeing on-site processing, responding to complaints, reconciling financial transactions, coordinating snow removal at the tow lot, and maintaining portable electronic devices. In addition, the Assistant Tow Lot Manager assists with the oversight of compliance and reporting for private property towing, monitors cashiering operations and DMV service center requirements, and fills in for the Tow Lot Manager representing the City in hearings and committee meetings.

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"> Under the direction of the Tow Lot Manager, oversee the daily operations of the tow lot. Facilitate the release, storage, sales, recycling and disposition of all vehicles. Monitor personnel; including recommending disciplinary actions. Oversee special programs/projects, on-site processing, city complaints, and reconciling financial transactions. On call 24/7 for personnel problems, towing problems, unforeseen incidents, and investigations
10	<ul style="list-style-type: none"> Coordinate, conduct, and monitor the J-bid and recycling process for abandoned vehicles
10	<ul style="list-style-type: none"> Monitor and maintain the tow lot's buildings, grounds, and equipment. Ensure all aspects of the tow lot's security is being executed
10	<ul style="list-style-type: none"> Facilitate and oversee scheduling, overtime, and on call schedules. Coordinate plowing in the winter
10	<ul style="list-style-type: none"> Oversee towing contractor compliance, schedule regular contractor meetings, and resolve contractor related problems
5	<ul style="list-style-type: none"> Computer support coordinator for Tow Lot. Document problems, follow-up to ensure timely resolution. Coordinate and provide training to current and new employees
5	<ul style="list-style-type: none"> Promote effective customer service by assisting staff with customer interaction and training. Be a resource for staff and citizens for complex towing related situations
5	<ul style="list-style-type: none"> Manage and recruit temporary staff assignments

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
5	<ul style="list-style-type: none"> Assist with the oversight of operations and partnership with the D.O.T. as the tow lot provides service as a DMV Service Center
5	<ul style="list-style-type: none"> Assist in the intergration and maintenance of technology to all components of the tow lot
	<ul style="list-style-type: none">

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	<ul style="list-style-type: none"> Support and underfill the duties of the Tow Lot Manager when needed
5	<ul style="list-style-type: none"> Perform other duties as assigned
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Peter Knox, Tow Lot 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 Tow Lot Manager while maintaining a level of autonomy. Based on professional knowledge of the towing/parking industry, the Assistant Tow Lot Manager, in collaboration with the Tow Lot Manager develops, implements, and maintains effective initiatives which are aligned with the 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 = **25**.

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:

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)
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

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operations, and/or enforcement/towing operations. Equivalent combination of education and experience may be considered.

ii. Knowledge, Skills and Abilities:

Ability to direct and organize staff. 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). 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.

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.

<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).

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.

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.

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.)

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.)

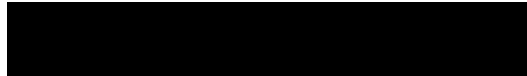
M. I believe that the statements made above in describing this job are complete and accurate.



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.

TAMMY STEPHAN



Dedicated supervisor with over 13 years of experience in DPW. Proficient, Performance-oriented, and confident leader with strong problem-solving capabilities and administrative qualities. Ability to use strong communication and collaboration skills to help employees find their potential and exceed expectations. Excellent at managing customer complaints, and improving the overall experience of all customers.

EXPERIENCE

MAY 2022-CURRENT [TOW LOT SUPERVISOR](#), CITY OF MILWAUKEE

MARCH 2022- MAY 2022 [TOW LOT ASSISTANT IV](#), CITY OF MILWAUKEE

JUNE 2011 – MARCH 2022 [TOW LOT ASSISTANT III](#), CITY OF MILWAUKEE

- Directly supervise all Tow Lot Assistants and Tow Lot Attendants, which includes assigning and monitoring work duties. Ensuring employees are meeting deadlines for all assigned tasks.
- Act as duty manager on weekends and holidays during open business hours. Be on call 24/7, when required, to aid with towing problems and investigations.
- Working closely with the management team on counseling, training, coaching, and disciplining employees to maintain departmental rules, regulations, and policies.
- Assisting the leadership team in conducting confidential investigations regarding customers and staff.
- Performing and reviewing audits on Tow Lot Assistants and Tow Lot Attendants to maintain the integrity of employees and standard operating procedures are being followed.
- Assisting the leadership team with coordinating the hire of tow lot employees.
- Motivate employees and maintain a positive working environment where all employees are respected, treated equally, and feel valued.
- Doing weekly schedules for employees, which includes monitoring overtime, vacations, and employee time off, while ensure proper staffing is maintained.
- Work with a temporary agency to hire, approve time, and dismiss temporary employees.
- Entry of employee payroll, approving time, reviewing and sending payroll forms, and badge punch reports.
- Working closely with management and staff to write snow schedules and ensure proper staffing levels are maintained during any weather operations.
- Manage cash handling and ensuring all cashier transactions are done properly to include, cash, credit, and check payments for towed vehicles, DMV, Auction cars, parking citations, and vehicle sales permits.
- Oversee all operations of customer service to ensure all staff is following protocols and maintaining service excellence.
- Training staff to ensure all policies, procedures, and safety protocols are being followed.

- Review, research, update, and create standard operating procedures for all aspects of the Tow Lot.
- Work with management on tracking and maintaining the yearly budget.
- Answer questions in person and on the telephone and provide information about towing and parking regulations and ordinances. Review submitted documents to assist customers, lien holders, tow, and Insurance companies in retrieving vehicles.
- De-escalate problematic customers with difficult situations while ensuring towing and parking regulations and ordinances are being followed.
- Assist with overseeing the day-to-day towing, intake, and inventory of vehicles.
- Oversee the sale and disposal of all abandoned vehicles throughout the auctions and scrap process; ensuring that all applicable laws and contracts are being followed, while still increasing profitability.
- Handle open records requests, private property billing, tow contractor billing, invoices, health tows, vehicle dispositions, IRIs, procard, vehicle seizure, citation by mail, record retention, and DMV transactions.
- Monitor accounts payable and receivables.
- Do Tow Lot daily financials.
- Lead stand up meetings, auction meetings, and lead meetings
- Work closely with the management team to maintain the Tow Lot grounds, vehicles, and equipment
- Work closely with MPD regarding auction, scrap, recovered stolen, and evidence vehicles.
- Using programs like Etime and DealerTrack to legally identify vehicle owners.
- Order and keep inventory of all supplies.

JUNE 2008 – APRIL 2022

OWNER, STEPHAN'S AUTO SALES AND SERVICE

- Manage day-to-day business operations.
- Balance and make timely payments on all accounts.
- Manage payroll.
- Invoice customers and ensure timely payments.
- File taxes including ST-12's.
- Maintain website.
- Buying and selling used automobiles.
- Maintain all business licenses and insurances for the DMV.

MAY 2000 – JULY 2008

MANAGER OF CUSTOMER SERVICE, PICK N SAVE

- Direct Management of over 40 employees.
- Oversee all aspects of personnel including and not limited to interviewing, hiring, disciplinary actions, training and development, supervising daily employee operations, and scheduling (using Kronos).
- Maintained labor budget for every department.
- Worked closely with corporate office to ensure store was compliant with all rules and regulations.
- Worked with loss prevention team to reduce theft from customers and employees.

- Introduced higher standards for customer service and increased efficiency by streamlining operations.
- Managed all aspects of cash flow. Ensured each cashier and entire store balanced . Ordered, and inventoried of stamps, money orders, lottery supplies, and tickets.
- Balanced cash office with included ordering change and making bank deposits.
- Handled all aspects of customer care during their entire shopping experience.
- Resolved customer complaints.

EDUCATION

SEPTEMBER 2010 TO MAY 2011 AND SEPTEMBER 1998 TO MAY 2001

IN PROGRESS- BACHELOR OF SCIENCE DEGREE; UNIVERSITY OF WISCONSIN-PARKSIDE

SEPTEMBER 1992 TO JUNE 1996

HIGH SCHOOL DIPLOMA; WILLIAM HORLICK HIGH SCHOOL

SKILLS

- Self-motivated
- Flexible and adaptable
- Analytical and critical thinker
- Teamwork and collaboration
- Personnel training and development
- Problem solving
- Cash handling
- Leadership