

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
VACANT
Work Phone: 266-4711
2. Class Title (i.e. payroll title):
Program Assistant 1
3. Working Title (if any):
Customer Service Front Desk Leadworker
4. Name & Class of First-Line Supervisor:
Joanne Austin, Program Assistant 3
Work Phone: 267-4916
5. Department, Division & Section:
Public Works, Parks Division, Administration
6. Work Address:
210 Martin Luther King Jr. Blvd. Suite 104 Madison WI 53703
7. Hours/Week: 38.75
Start time: 8:00/7:45 AM End time: 4:30/4:15 PM
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible for programmatic support work for athletic scheduling, deposits and front desk operations such as reservations, permits, and customer service in the City's Parks Division. This position takes the lead role in ensuring the complex athletic program is run efficiently and smoothly. Employee performs and coordinates specialized functions, interpreting and applying established front desk policies and procedures, maintaining professional and positive relationships with athletic representatives, facility users and other staff, as well as performing administrative tasks in support of the program(s). The work requires exercising considerable judgment and discretion in the interpretation and application of policies and agreements related to athletics, deposits and front desk operations. Employees in this class work under the general supervision of the Front Desk Coordinator and may provide direction to limited numbers of permanent and/or non-permanent staff.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 40% A. Athletic Scheduling program, Shelter Reservation and Activity Registration Program Lead.
1. Oversight of all athletic scheduling; communicating with prospective and returning user groups and processing reservations using a complex reservation software program (RecTrac).
 2. Provide information and assistance to athletic program organizers through coordination with parks operations and planning staff and in-line with Agreements.
 3. Interpret and apply programmatic policies and procedures and perform administrative tasks in support of the program(s). Interpret and enter special agreement reservations, communicating with Parks finance staff regarding appropriate invoicing.
 4. Review and make recommendations for improvements to the following programs: athletic reservations, shelter reservations, activity registrations and other front desk processes, including documents and website revisions.
 5. Invoice customers, collect payments, issue appropriate receipts and prepare refunds pursuant to athletic program policies.
 6. Gather, organize and report reservation and registration data.
 7. Exercise personal judgment and initiative in resolving conflict and solving problems.
- 25% B. Permitting Program Lead (Dog, Disc Golf, Cross-Country Ski and Lake Access Permits).
1. Prepare related administrative reports and financial analyses and make recommendations by gathering and organizing permit data.
 2. Review statistical permit data/sales to determine quantity of permits to order for the next year and distribute permits to vendors as needed.
 3. Review and make recommendations for improvements related to the permit program compliance, usage and how materials are designed and distributed.
 4. Exercise judgment in the overall cash management of permit processing.
- 25% C. Financial Support Lead
1. Prepare daily deposits using the Tyler Cashiering system, exercising judgment in overall cash handling/management under the direction of the Parks Financial Coordinator and Program Assistant 3.
 2. Prepare and maintain the Petty Cash log by assisting Parks staff with general reimbursements under the direction of the Program Assistant 3 by following established policies and procedures.
 3. Prepare billings/invoices throughout the year and take responsibility for year-end account close-outs for customers with outstanding balances
- 10% D. General Administrative Support, Communication and Leadership.
1. Be a resource to customers, front desk staff and other Park staff regarding reservations. Communicate closely with customers regarding programs offered and provide financial information regarding these programs.
 2. Assist the public, employees or any other internal or external customers. Handle irate, irrational and/or disoriented individuals with tact and discretion. Exercise personal judgment and initiative in resolving conflicts. Assist members of the public by directing them to the appropriate agency and/or individual.
 3. Assist with and act as backup with preparing minutes and agendas in the City's Legistar system.
 4. Provide oversight and guidance to lower level staff, including Administrative Clerks, Clerk-Typists and Hourly Staff.
 5. Perform all related work as required and other tasks and duties as assigned.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of athletic scheduling, deposits and front desk office procedures, methods, and equipment, including the relevant use of computers for word processing, spreadsheet, reservation scheduling programs, financial programs and database management. Knowledge of elementary account posting, bookkeeping, data processing input procedures, and cash handling techniques. Ability to develop, implement and monitor front desk procedures. Ability to interpret agreements, regulations and make decisions within prescribed policy. Ability to independently perform a delegated customer service and administrative function or assume an area of administrative responsibility. Ability to prepare statistical reports. Ability to make relevant mathematical computations. Ability to establish and maintain effective working relationships and excellent customer service with user groups of Parks. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

13. Special tools and equipment required:

Typing requirements will be established at the time of recruitment not to exceed a net speed of 40 words per minute with 10 or less errors.

14. Required licenses and/or registration:

N/A

15. Physical requirements:

Employees will be expected to spend a majority of time sitting while operating a desktop computer and telephone. Employees will also have significant public contact and will be expected to provide excellent customer service. Ability to walk, stand and operate a vehicle for the purpose of meetings with customers.

16. Supervision received (level and type):

Program Assistant 3 – limited & Parks Administrative and Financial Manager - general

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.