

CITY OF MADISON
POSITION DESCRIPTION

<p>1. Name of Employee (or "vacant"): Jennifer Stoiber</p> <p>Work Phone: 267-1152</p>	<p>5. Department, Division & Section: Department of Planning and Community and Economic Development, Community Development Division, Community Resources Unit</p>
<p>2. Class Title (i.e. payroll title): Program Assistant 2</p>	<p>6. Work Address: 30 W. Mifflin St, Ste. 800 P.O. Box 2627 Madison, WI 53701</p>
<p>3. Working Title (if any): N/A</p>	
<p>4. Name & Class of First-Line Supervisor: Laura Noel, Community Resources Program Manager</p> <p>Work Phone: 266-6520</p>	<p>7. Regular daily hours of work: Hours/Week: 38.75</p> <p style="text-align: center;">From: 8:00 a.m. To: 4:30 p.m.</p>
<p>8. Date of hire in this position:</p>	
<p>9. From approximately what date has employee performed the work currently assigned:</p>	
<p>10. Position Summary: This position functions as an office manager providing administrative support, agency budget responsibilities and reporting, advanced level secretarial, program coordination and clerical staff supervision. It requires the exercise of considerable judgment and discretion in the development, performance and coordination and/or supervision of a wide variety of administrative support and special activities relating to the unit's programs and functions.</p>	

11.

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

15 Office Manager

- Operate as unit Office Manager. Perform and/or coordinate all administrative and clerical activities including purchasing, payroll, recordkeeping, liaison with clerical-word processing pool services and data processing, information dissemination, personnel processing and recordkeeping, printing, and related functions. Act as unit records manager, coordinate publications, and desktop publishing, and coordinate the processing of materials to the Common Council.
- Supervise and train permanent and non-permanent clerical staff. Assign, prioritize, and control workflow. Participate in hiring, discipline, training, grievance handling, and performance evaluation processes. Coordinate clerical support activities and facilitate communication. Assist staff in dealing with difficult situations.
- Recruit, train and support Wanda Fullmore interns in admin pool.
- Insure that office systems are operating in an effective, efficient, and correct manner. Identify and implement needed improvements. Prepare operating procedures manuals for training and for ongoing use by staff. Develop, implement and monitor office procedures and systems.
- Coordinate systems for Community Development funding processes.
- Maintain Community Development Division and funding opportunities websites, email lists, and notices. Post RFP's to CDD website and on City Highlights.
- Provide assistance to professional/technical employees in areas requiring knowledge of departmental programs and operations and/or general administrative expertise.
- Provide and/or coordinate administrative support for the Madison-Out-of-School (MOST) program and its coordinator. Order publication and merchandise advertising for the program.
- Serve as Human Resources liaison. Work with managers on submitting required documentation through Neogov. Once candidates are chosen, coordinate panel schedules, reserve rooms, schedule interviews with candidates, send rejection letters, and manage workflow in Neogov.
- Order IT set up for new employees and interns, setup and order equipment for their workstation, provider manager with login and voice mail information. Terminate employees with IT and Payroll.
- Create Personnel Actions in Munis, for terminations and changes to address, salary, job classification, etc.
- Coordinate computer replacement for the Division, working with IT, to replace computers and components on a rotating basis, working within a budget.

11.

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

25% Manage Departmental databases and administrative systems

- Act as liaison with Information Technology in regard to the development, improvement, and/or implementation of new computer systems, databases and/or equipment. Insure that staff receives the training and ongoing support necessary to effectively use the system. Provide support and problem-solving services to staff relative to databases, software, networking, and other computer applications.
- Provide ESS and Munis training to staff as needed. Troubleshoot solutions to problems that arise, and request permissions from Finance for different modules of the software.
- Serve as System Administrator to internal databases and contract management systems, ie. Provider Gateway. Serve as liaison with the software development company, and work with them to improve the software and maintain function. Report problems and troubleshoot solutions. Ensure that staff are trained in using Provider Gateway and are aware of changes to the system.
- Train and support all contracted agencies in the use of Provider Gateway for invoicing and report submission.
- Coordinate, oversee and/or perform data entry functions in regards to contract databases. Prepare reports on administrative, fiscal or statistical data. Assist supervisors and professionals in the preparation of reports and prepare reports and related materials independently.
- Coordinate with the Child Care Assistance Coordinator in budget expenditures and encumbering funds for payment of child care centers with respect to child care assistance and stabilization funds.
- Assist with development of grant budgets, allocations and tracking of expenditures

10% Serve as Secretary to Community Resources Program Manager and Division Head

- Gather, organize, and report administrative data, operational information and/or statistical data. Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare reports and related materials independently.
- Manage and monitor activities for major boards, commissions or several related groups including the preparation of minutes and agenda, scheduling of meetings, acting as a liaison between program staff and appointees, coordinating the dissemination and processing of information, and maintaining records. This may include the taking of minutes at assigned meetings, or delegation of stated tasks.
- Perform a variety of specialized program activities and coordinate the performance of others that are both ongoing and of a special project nature.
- Provide support to all department staff; research information in response to staff requests. Develop systems, reports, tables, and spreadsheets as requested by professional staff. Serve as back up for telephone and reception.
- Assist all staff with room reservations and set up as needed.
- Temporary/one time projects such as assisting with press conferences, attending special meetings, Rapid Response Team direct aid, and various other projects as assigned.
- Enter into Legistar and track all resolutions and ordinance revisions originating with or pertinent to the Community Development Division.
- Process department purchases, assist staff in researching and purchasing services including training and travel: approve materials and supplies purchases.
- Serve as payroll clerk and answer staff questions concerning payroll, salary increases, vacation, benefits, etc.
- Serve as secretary to the program manager; draft, review and/or proof communication for Supervisor's signature; prepare routine correspondence for own signature; schedule meetings; follow-up on assignments made to other staff; refer calls/requests in Supervisor's absence; assist Supervisor in handling confidential personnel and other matters; and perform other related secretarial tasks, both for the supervisor and other professional staff as assigned.

25% Budget and Financial Responsibilities

- Prepare budget for Meadowood Neighborhood Center, Theresa Terrace Neighborhood Center and Park Edge/Park Ridge Neighborhood Employment Center. Make other budget projections as directed. Review and monitor grant budgets and billings. Prepare related administrative reports and financial analyses and make recommendations.
- Maintain budgetary, cost accounting and related records according to established accounting or program procedures. Create all purchase orders and invoices in Munis for the Division to ensure accounts and bills are paid in a timely manner. Order wire transfer of funds when needed. Prepare billings and year-end account closeout reports.
- Serve as fiscal contact, as needed, for federal and state grants that CDD is awarded. Track expenditures, and prepare quarterly financial status reports. Work with grant auditors, and provide documentation as needed.
- Provide funded agencies with financial audit reports, as requested.
- Perform related work as required.

11.

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

25% Serve as Contract Coordinator

- Develop and maintain contract templates with funded agencies in accordance with pre-established guidelines and adherence to relevant regulatory and financial frameworks. Update boilerplates and exhibits as needed.
- Collect contracting information from funded agencies on an annual basis or as needed.
- Proof scope of services, expense and service reports for accuracy and consistency.
- Assemble contracts and send out for agency signature, prepare for contract routing, and process once contract is enacted.
- Maintain regular communication with funded entities, providing technical assistance and problem solving support, as needed, in order to enhance the project, program or agency effectiveness.
- Maintain contract records, manage disbursement of funds, and monitor contracts for program and financial compliance.
- Provide staff with utilization reports as related to contract expenditures and reporting.
- Update and distribute the Neighborhood Center Survey three times per year. Collect responses, validate responses, and prepare an annual report for staff and centers
- Act as CDD contact for property management functions for Theresa Terrace Neighborhood Center and Park Edge Park Ridge Neighborhood Employment Center. Respond to requests for repairs and assistance from center directors, and coordinate with Engineering for repair or replacement.
- Coordinate rent, CAM, and tax payments with Madison Public Library and the management company for the Meadowood Neighborhood Center. Collect bids and contract with cleaning company for the nightly cleaning of the center. Respond to center director regarding problems with the center and coordinate repairs if needed. Maintain regular communication and relationships with the three center directors, management companies, cleaning companies, and Madison Library.

12. Primary knowledge, skills and abilities required:

- Ability to exercise professional judgement and discretion in relation to sensitive information.
- Ability to maintain positive professional attitude while maintaining a healthy balance of flexibility and focus on job responsibilities.
- Thorough knowledge of City administrative practices and procedures.
- Thorough knowledge of business math, basic accounting and budgeting procedures.
- Knowledge of supervisory principles and practices.
- Ability to gather, organize, review, and report information.
- Ability to prepare a wide variety of statistical and narrative reports.
- Ability to make decisions within policy constraints and to interpret complex departmental, City or funding source policies to the general public.
- Ability to supervise clerical staff.
- Ability to independently develop new programs and office procedures and to learn technical and administrative program requirements and procedures.
- Ability to maintain effective working relationships with employees, managers and the public.
- Ability to communicate with outside agencies on behalf of the supervisor.
- Proficiency with a variety of computer programs including Word, Excel, Access, Outlook, Publisher, City budgeting, legislative and records management programs.

13. Special tools and equipment required:

Office Equipment

14. Required licenses and/or registration:

None

15. Physical requirements:

16. Supervision received (level and type):

General