

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Gary Flesher

Work Phone: 608-267-8651

2. Class Title (i.e. payroll title):

Clerk/Typist 2 *Classification Change Request submitted 1/13/23

3. Working Title (if any):

Facility Operations Assistant

4. Name & Class of First-Line Supervisor:

Yolanda Shelton-Morris, Community Resources Manager

Work Phone: 608-266-6563

5. Department, Division & Section:

Department of Planning, Community & Economic Development
Community Development Division, Community Resources Unit

6. Work Address:

330 W Mifflin St, Madison, WI 53703

7. Hours/Week: 38.75

Start time: 8:00am **End time:** 4:30pm

8. Date of hire in this position:

January 2015

9. From approximately what date has employee performed the work currently assigned:

January 2023

10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This is a varied administrative and customer service work in the Madison Senior Center. Work involves such functions as providing direct customer service to the public in-person, online, and over the telephone. This position welcomes, orients, assists, and educates participants and visitors to the Senior Center so that they are easily able to access services and programs. This position assists in the coordination and monitoring of all aspects facility operations to ensure a safe and pleasant environment for all, addressing problematic behavior as necessary according to Center policies and procedures. This position involves producing promotional and program related materials such as flyers, art layouts, newsletters, invitations, brochures, advertisements and related visual communication materials.

11. Position Summary:

This position performs daily facility operations responsibilities to assist the Facility Supervisor and staff members such as, assisting with the set-up/teardown of informal recreation activities, reservations and events, complete facility walkthroughs as well as complete headcounts. This position serves as the first point of contact for patrons and access control for the facility. Providing excellent customer service and support to patrons by providing information about Madison Senior Center programs, services, and facility usage, is also expected of a Facility Operations Assistant. This includes providing customer service demonstration and instruction to volunteer greeters and receptions working at the front desk.

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

50% A. Front Desk Coordination and Administration

1. Develop and maintain an exceptional experience for all customers and stakeholders, with particular emphasis on the needs and experience of older adults. Interact with customers in a positive and professional manner, providing information regarding the facility, programs, events, or other activities occurring within the facility.
2. Enroll all participants into the RecTrac system and work with outside vendor for technical assistance needs.
3. Respond to a variety of telephone, in-person, and email inquiries. Refer callers to the appropriate staff, City department, or community agency. Receive and relay messages. Receive incoming mail and route to appropriate staff.
4. Participate in proceduralized administrative (and related physical) tasks associated with Madison Senior Center services and programs, such as issuing payment receipts, processing registrations, and checking materials in or out.
5. Maintain manual and computerized records. Compose/create a variety of documents. Assist program participants in completing forms and applications.
6. Enforce rules, regulations, and safety precautions. Make sound judgement on unusual situations that may not be clearly articulated through policy. Handle difficult, sensitive, and escalated guest relation situations using appropriate conflict resolutions skills. Evaluate safety concerns and make recommendations for improvements including enforcement and evaluation of Madison Senior Center Behavior Policy.
7. Assist the Volunteer and Resource Coordinator with the hiring, onboarding, evaluation, and training of front desk volunteers.
8. Provide customer service instruction to team of volunteer greeters and receptionists that serve the front desk area
9. Serve as the back-up when needed, to set-up virtual programming and to send programming reminders to participants in the absence of the Older Adults Program and Outreach Coordinator.

25% B. Facility Operations Coordination and Administration

1. Prepare and update daily internal and external program and facility reservation schedules and other signage.
2. Coordinate room and facility reservations via RecTrac.
3. Conduct facility tours for individuals or groups. Assist groups with use of Madison Senior Center meeting spaces, equipment, and technology. Follow established guidelines for opening and closing the facility.
4. Collect fees, issue receipts, and perform money transactions associated with program registration or facility rental. Deliver payments to the Administrative Services Coordinator for processing.
5. Assist with the Madison Senior Center's building essential maintenance needs, troubleshooting, and modification to the Center's building infrastructure systems,

including the Center's lighting network. Assist with work with outside vendors for major specialized repairs or modifications to those systems.

6. Patrol and secure assigned areas of the facility for patron safety and well-being.
7. Serve as the point of contact, make decisions, and provide information as necessary for facility operations in the absence of the Facility Supervisor and Administrative Services Coordinator. Keep the Facility Supervisor and Administrative Services Coordinator apprised of any updates.

25% **C. Technology and Graphic Design Support**

1. Operate the Center's audio/visual and other "high tech" equipment not suited for direct use by clients or staff. Instruct staff and clients on the proper use of equipment, monitor use, and provide assistance as necessary.
2. Assist with the Madison Senior Center's computer network, video distribution systems, audio distribution systems, and VoIP telephone system. As requested, assist with outside vendors for major specialized repairs or modifications to those systems.
3. In consultation with other staff, provide design concepts and art layouts for advertisements, flyers, brochures, program posters and slides, newsletters, maps, annual reports, and related materials.
4. Organize and maintain information and resources for graphics and marketing activities.
5. Prepare displays for special events.
6. In consultation with other staff, use graphics programs to rework existing designs and occasionally produce materials such as self-mailers, flyers, brochures, program posters and slides, newsletters, and reports to coordinate with the agency's existing design style. Design and update logos and website as requested.

D. Other duties as assigned.

13. Primary knowledge, skills and abilities required:

Working knowledge of office procedures, methods, and equipment. Working knowledge of and ability to use computer software applicable to duties of the position, including Microsoft Office, other databases, and web-based programs.

Working knowledge of facility rental operations and procedures, including computer software applicable to the position.

Working knowledge of facility operation of equipment including but not limited to audiovisual equipment, kitchen appliances and janitorial equipment.

Ability to carry out administrative details efficiently and independently and meet deadlines.

Ability to work thoughtfully and patiently with a variety of different publics, especially with older adults. Ability to create a warm, inviting, and helpful environment.

Ability to communicate effectively both orally and in writing. Ability to follow written and oral instructions. Ability to explain procedures and policies to stakeholders. Ability to direct volunteer workers. Ability to perform detail-oriented tasks. Ability to maintain effective working relationships. Ability to maintain adequate attendance.

14. Special tools and equipment required:

15. Required licenses and/or registration:

WI Driver's license

16. Physical requirements:

Ability to frequently lift and/or carry heavy items up to 50 lbs. Ability to lift and carry materials, newsletters, audio-visual equipment such as TVs, computers, speakers, projectors. Ability to safely maneuver large pieces of furniture and equipment.

Ability to frequently walk, sit, stoop, reach and stand.

17. Supervision received (level and type):

The Manager or his/her designee assigns work, performed independently, and reviewed for overall results by the Manager.

18. 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).

19. 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

20. 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

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.