

CITY OF MADISON POSITION DESCRIPTION

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

Rachel Campbell

Work Phone: 267-1133

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

Clerk Typist II

3. Working Title (if any):

Clerk Typist

4. Name & Class of First-Line Supervisor:

Ariel Ford, Division Manager (Equal Opportunities)

Work Phone: 267-4915

5. Department, Division & Section:

Department of Civil Rights, Equal Opportunities Division

6. Work Address:

210 Martin Luther King, Jr. Blvd. Rm. 523, Madison, WI, 53703

7. Hours/Week: 38.75

Start time: 8:00 a.m. End time: 4:30 p.m.

8. Date of hire in this position:

10/2007

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

1/2008 and ongoing

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10. Position Summary:

The individual in this position is the "heart" of the DCR's Equal Opportunities Division administrative support and primary contact person for its Commission and Committees thereof. Due to the nature of the work that the Division does it requires that this individual must have excellent oral and written communication skills and the ability to handle multiple tasks at once. The work done by the individual in this job requires extensive knowledge of personal computer system software such as LEGISTAR, EXCEL, ACCESS, WORD or other software that the City of Madison might have. In addition this person must have the ability to grasp other PC software that might be used for entering documents into the division's Case Tracking system and the federal government's EEOC IMS system. Teamwork is an essential part of the job supporting the three (3) Investigator/Conciliators, Department Manger, and the Hearing Examiner. Once trained on the mechanics of the department, the work of the department , operation of the DCR and City administrative procedures, and the required City and federal deadlines, this person is expected to utilize a great deal of independence in getting the administrative work done.

Case processing of complaints of discrimination is an essential element of the job: components of case processing include serving the cases, which means assigning numbers for the EOC and EEOC, if an EEOC case; entering the case information into the Case Tracking system and updating it accordingly at each stage of the process, as well as the federal EEOC's IMS system, if an EEOC case; mailing correspondence to the complainant and respondent; and scheduling and maintaining calendars for the early mediations and conciliations for the Investigator/Conciliators; closing cases; and providing extensive documentation of our case work on EEOC cases to fulfill the Department's contract with the federal EEOC, among other steps.

Along with case processing and the steps in case processing this individual supports the 13-member Equal Opportunities Commission, 4-person EOC Executive Committee and 13-member Employment Subcommittee which meet monthly, as well as the 4-person EOC Appeals Panel and other ad hoc committees that the Commission might elect to have. This person must have an excellent working knowledge of the Madison General Ordinance 39.03, the Equal Opportunities Ordinance, which has over 20 protected classes. Duties for the Commission and Committees include entering information such as agendas, minutes, etc. into LEGISTAR; posting meetings with the City Clerk's office in a timely manner; making copies of agendas and numerous other documents for the meetings; doing quorum calls; keeping track of meeting attendance; having knowledge of Roberts Rules of Order and various city rules and policies such as the Wisconsin Open Meetings Law to make certain that the volunteer commissioners do not unintentionally violate City or State rules regarding meetings. In addition, this individual must follow up on various Commission requests and in some instances perform internet research for the Commission. This individual must also take meeting minutes. This person must review Common Council meeting agendas to alert commissioners to any issues that might be coming before the Council which might have an impact on individuals covered by the MGO 39.03. Each commissioner has a Commission manual which this individual is responsible for keeping up-to-date and providing to new commissioners. The person in this job is required to make revisions to the manual as directed by the EO Manager, DCR Director, and Commission President.

This individual also keeps track of various budget items as requested by the EO Director.

Documents that the Hearing Examiner requires are also processed by this individual.

Providing backup for the person at the front desk is also one of the responsibilities of this person. This includes tasks such as receptionist duties and support for the Affirmative Action Division and the Disabilities Rights and Services Program.

11. Functions and Worker Activities:

* Duties that have been incorporated into this position since January 2008

55% A. Processing EOD complaints

1. Receiving complaints: Verifying that each meets the Department's jurisdictional requirements and statutes of limitations, as well as establishes a prima facie case*
2. Entering case information into computerized Case Tracking system
3. Serving cases to all parties
4. Answering questions both in person and via telephone*
5. Copying documents
6. Updating computerized Case Tracking system at all stages of the process*
7. Issuing correspondence, Determinations, Decisions, Orders, and Notices, etc., pertaining to each case*
8. Closing cases

[15%]

9. Entering, processing, closing, and keeping records of EEOC cross-filed cases using computerized IMS system*
10. Maintaining Early Mediation, Conciliation, and Hearing schedules
11. Receiving, processing, entering into Case Tracking, tracking, amending, and closing "red-flagged" cases cross-filed with our office by the State Equal Rights Division, per our work-sharing agreement*
12. Editing, ordering copies of and supplies for, and maintaining stock of EOD brochures, hand-outs, and other documents*

- 1/100
- not on site
- 30% B. Staffing the Equal Opportunities Commission, its Executive Committee, its Employment Subcommittee, its Appeals Committee, and its Ad Hoc Committee on Training* (18/07)
1. Scheduling and attending monthly evening meetings of the EOC and Executive Committee; attending meetings of the Appeals Committee and Ad Hoc Committee on Training when they meet; maintaining and enforcing Robert's Rules and related City of Madison Ordinances and policies*
 2. Taking minutes for the EOC, Executive Committee, Appeals Committee, and Ad Hoc Committee on Training*
 3. Entering minutes for the EOC and Employment Subcommittee into Legistar; recording minutes for the Executive Committee, Appeals Committee, and Ad Hoc Committee on Training; forwarding to Clerk's Office for posting in a timely manner*
 4. Creating and generating agendas for the EOC, Executive Committee, Employment Subcommittee, Appeals Committee, and Ad Hoc Committee on Training in Legistar and posting in a timely manner; serving as point person for Commissioners wishing to add items, amend, or ask questions related to the agenda; amending as necessary.*
 5. Creating Legislative Files in Legistar for agenda items, converting and attaching attachments as .pdf documents, tracking, etc.*
 6. Emailing agenda, draft minutes from previous meeting, attachments, and call for quorum to members of the EOC, Executive Committee, Employment Subcommittee, Appeals Committee (as well as scanning and distributing entire case file and preparing relevant documents in tandem with the Hearing Examiner), and Ad Hoc Committee on Training, as well as EOD staff*
 7. Tracking and maintaining quorum for each meeting of the EOC, Executive Committee, Employment Subcommittee, Appeals Committee, and Ad Hoc Committee on Training; alerting members and staff to changes and alerting the Clerk's Office as to any cancellations*
 8. Performing research as needed*
- 10% C. Backing up the person at the front desk
1. Answering phones and in-person inquiries
 2. Opening, date-stamping, and sorting mail and Inter-Departmental mail, including three-hole punching all EOD case-related submissions
 3. Processing Affirmative Action contracts
 4. Opening and/or closing the office
- 1% D. Able to work with persons of different races, colors, national origins, sexual orientations, and educational backgrounds.
- .5% E. Maintaining adequate supplies/folders/binders/notebooks/etc. for EOD Employment, Housing, and Public Accommodations cases.
- .5% F. Drafting and sending correspondence for returned complaints due to lack of jurisdiction, failure to file timely and meet statutes of limitations, failure to fill out the EOD complaint form appropriately, and/or lack of establishment of a prima facie case.*
- .5% G. Able to order and maintain supplies for the Division.
- .5% H. Providing administrative support to the Hearing Examiner, who is sight-impaired, including reading case-related documents, examining case files, drafting and/or proofreading documents, and scheduling hearings, pre-hearing conferences, etc.
- .5% I. Tracking and following up on time-sensitive documents (for example: EEOC cases must be submitted within 10 days of receipt).
- .5% J. Assisting with large mailings.
- .5% K. Working closely with the Investigator/Conciliators to maintain adequate supplies for training and outreach.

.5% L. Performing other duties as necessary.

12. Primary knowledge, skills and abilities required:

In-depth computer knowledge, skills and abilities. Knowledge of Robert's Rules, City Ordinances, and policies. Knowledge of general clerical and administrative procedures and methods. Ability to develop and maintain an ongoing relationship with the Wisconsin ERD and federal EEOC as related to upholding and honoring respective worksharing agreements. Ability to work under pressure. Ability to work well in a team environment. Ability to communicate well both orally and in writing. Good customer service and satisfaction skills. Good phone skills. Ability to remain calm when dealing with irate customers. Ability to follow instructions. Knowledge of data entry and computer systems. Ability to type at least 40 wpm with 10 or less errors. Ability to organize relevant materials in either alphabetic or numeric order. Ability to maintain adequate attendance. Willingness to assist others when the need arises. Knowledge of machines normally found in an office, such as the fax machine, copier, telephone system.

13. Special tools and equipment required:

None.

14. Required licenses and/or registration:

None.

15. Physical requirements:

Ability to spend a majority of time sitting while operating a desktop computer and/or telephone. Ability to provide excellent customer service. Ability to lift up to 10 pounds.

16. Supervision received (level and type):

Direct supervision by the Manager of the Equal Opportunities Division.

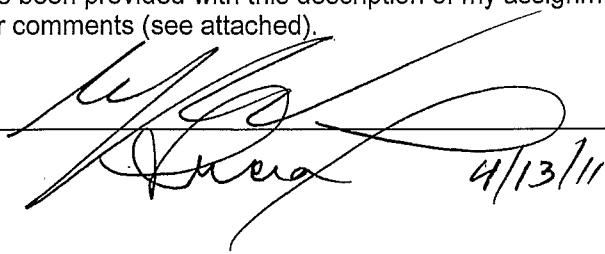
17. Leadership Responsibilities:

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


4/13/11

DATE

4/13/11

11. Functions and Worker Activities, **with expanded details:**

* Duties that have been incorporated into this position since January 2008

Duties previously done by Investigator/Conciliators (18/04)

- A. 4. Answering questions both in person and via telephone*
- 6. Updating computerized Case Tracking system at all stages of the process* (there were **95 new EOD cases** opened in 2010).
- 7. Issuing correspondence, Determinations, Decisions, Orders, and Notices, etc., pertaining to each case*
- 10. Maintaining Early Mediation, Conciliation, and Hearing schedules
- 11. Receiving, processing, entering into Case Tracking, tracking, amending, and closing "red-flagged" cases cross-filed with our office by the State Equal Rights Division, per our work-sharing agreement (there were **107 new red-flagged cases** filed in 2010)*
- B. 8. Performing research as needed*
- F. Drafting and sending correspondence for returned complaints due to lack of jurisdiction, failure to file timely and meet statutes of limitations, failure to fill out the EOD complaint form appropriately, and/or lack of establishment of a prima facie case.*

Duties previously done by the EOD Division Manager (18/13)

- A. 1. Receiving complaints: Verifying that each meets the Department's jurisdictional requirements and statutes of limitations, as well as establishes a prima facie case*
- 4. Answering questions both in person and via telephone*
- B. 8. Performing research as needed*
- F. Drafting and sending correspondence for returned complaints due to lack of jurisdiction, failure to file timely and meet statutes of limitations, failure to fill out the EOD complaint form appropriately, and/or lack of establishment of a prima facie case.*

Duties previously done by the DCR Executive Assistant (18/07)

- A. 9. Entering, processing, closing, and keeping records of EEOC cross-filed cases using computerized IMS system (the EOD submitted **63 closed cases** to the EEOC toward our contract in FY 2010)*
- 12. Editing, ordering copies of and supplies for, and maintaining stock of EOD brochures, hand-outs, and other documents*
- B. Staffing the Equal Opportunities Commission, its Executive Committee, its Employment Subcommittee, its Appeals Committee, and its Ad Hoc Committee on Training*
- 1. Scheduling and attending monthly evening meetings of the EOC and Executive Committee; attending meetings of the Appeals Committee and Ad Hoc Committee on Training when they meet; maintaining and enforcing Robert's Rules and related City of Madison Ordinances and policies*
- 2. Taking minutes for the EOC, Executive Committee, Appeals Committee, and Ad Hoc Committee on Training*
- 3. Entering minutes for the EOC and Employment Subcommittee into Legistar; recording minutes for the Executive Committee, Appeals Committee, and Ad Hoc Committee on Training; forwarding to Clerk's Office for posting in a timely manner*
- 4. Creating and generating agendas for the EOC, Executive Committee, Employment Subcommittee, Appeals Committee, and Ad Hoc Committee on Training in Legistar and posting in a timely manner; serving as point person for Commissioners wishing to add items, amend, or ask questions related to the agenda; amending as necessary.*
- 5. Creating Legislative Files in Legistar for agenda items, converting and attaching attachments as .pdf documents, tracking, etc.*
- 6. Emailing agenda, draft minutes from previous meeting, attachments, and call for quorum to members of the EOC, Executive Committee, Employment Subcommittee,

Appeals Committee (as well as scanning and distributing entire case file and preparing relevant documents in tandem with the Hearing Examiner), and Ad Hoc Committee on Training, as well as EOD staff*

7. Tracking and maintaining quorum for each meeting of the EOC, Executive Committee, Employment Subcommittee, Appeals, Committee, and Ad Hoc Committee on Training; alerting members and staff to changes and alerting the Clerk's Office as to any cancellations*

