

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"): Sara Carrizal
Work Phone: 261-4000
2. Class Title (i.e. payroll title): Clerk/Typist
3. Working Title (if any): Receptionist
4. Name & Class of First-Line Supervisor: Gregg McManners, Executive Director
Work Phone: 261-4020
5. Department, Division & Section: Monona Terrace
6. Work Address: One John Nolen Drive, Madison, WI 53703
7. Hours/Week: 38.75
Start time: 8 a.m. End time: 5 p.m.
8. Date of hire in this position: 7/03/06
9. From approximately what date has employee performed the work currently assigned: Since employment

10. Position Summary:

This is a varied and responsible position requiring excellent customer service, clerical and typing skills for Monona Terrace Community and Convention Center. The work is varied and includes everything from performing telephone and visitor reception for the Center, to coordinating Board of Director activities and meetings. The position is characterized by frequent and extensive contact with the general public, staff and board members; providing accurate information on departmental policies, procedures and Convention Center activities. This position requires a strong commitment to a high level of customer service. The work is performed under the direct supervision of the Executive Director, but a great deal of autonomy is expected as procedures are learned.

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

25%

A. Clerical Duties

1. Respond appropriately to a variety of in-person, telephone and web inquiries about the Convention Center by providing or obtaining information. Make appropriate referrals, explain routine Convention Center and City procedures, answer questions as to scheduled activities in the Center and receive or relay messages.
2. Develop a working knowledge of all Monona Terrace departments and their functions in order to make appropriate referrals. Serve as contact person for the Monona Terrace business center, assisting clients with copying, faxing and other special requests.

3. Enter a variety of information via computer. Ability to enter and retrieve information from the Center's computerized event business management system. Type and compose correspondence, reports and other documents for professional staff. Operate common office machines such as copy and facsimile machines, portable radios, telephone switchboard, etc. Maintain files and records, both written and computerized.
4. Serve as Secretary to the Department head.
5. Perform other related secretarial tasks both for the supervisor and other professional staff as assigned.

25% B. Board of Directors Responsibilities

1. Board of Directors related work including coordinating meeting dates and materials, spaces, audio/visual equipment for Board / committee meetings and assuring a quorum is available;
2. Post Board meeting agendas in all required locations to assure compliance with City protocol. Compile the Board Report and agenda as well as assemble Board / committee packets with material to be reviewed by members prior to the meeting;
3. Attend all Board /committee meetings; take minutes that accurately reflect the proceedings; attend to new board member orientation.

25% C. Office Operations

1. Responsible for the general organization and condition of both the main office area and the employee break room (i.e. multifunction machine operation, supply organization and availability, literature availability, break room supplies, cleanliness and functionality.)
2. Responsible for purchasing of supplies off-site & online and payment of vendor invoices.
3. Perform administrative and clerical activities involving purchasing of equipment or services, liaisons with Document Services and Information Technology, information dissemination, printing and related functions.
4. Act as Public Records Custodian.

25% D. Marketing Assistance

1. Responsible for creating, compiling, contributing and layout of the Director's report
2. Coordinate publications and desktop publishing including performing specialized program activities. This assistance is provided to all departments, but particularly to the Community Events Department.
 - Research information and create and produce deliverables in connection with special projects.
 - Proficiency with software that is used to create both print and web based material to assist in distributing information internally and to the public.
3. Perform related work as required.

12. Primary knowledge, skills and abilities required:

Working knowledge of relevant office terminology and equipment. Knowledge of appropriate telephone techniques and etiquette. Ability to communicate verbally (in person and by telephone). Ability to provide information in a clear, concise and tactful manner. Ability to deal effectively with individuals and groups from a variety of diverse backgrounds. Ability to serve as the first level of client contact and to effectively answer and/or refer inquiries. Ability to make routine mathematical calculations. Ability to index and alphabetize accurately. Ability to follow oral and written directions. Ability to write, understand and use correct business English. Ability to maintain clerical records and prepare routine reports. Ability to operate multi-line telephone system. Ability to operate work processing, spreadsheet, and data management software. Ability to type at a net speed of 40 wpm with 10 or less errors. Ability to learn specialized event management software. Ability to provide a high level of customer service.

Graduation from an approved high school or equivalent, including or supplemented courses in typing, software applications as well as graphic design is a plus. Other combinations of training and/or experience, which can be demonstrated, to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:
Ability to sit and/or stand for long periods of time.
Ability to lift 20-25 pounds regularly.

16. Supervision received (level and type):
Direct supervision from Executive Director

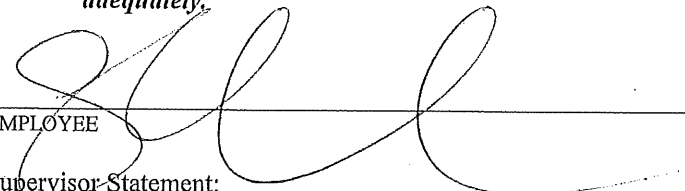
17. Leadership Responsibilities:

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).

I have assisted with the development of this job description and agree that it frames the position adequately.



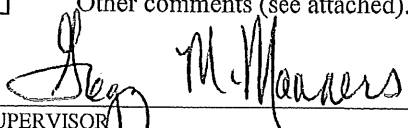
EMPLOYEE



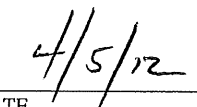
DATE

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.