

TRANSIT OFFICE MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is responsible administrative support and advanced-level secretarial and/or programmatic work in the Madison Metro Bus Utility. This position performs a wide variety of administrative, secretarial, and program support functions including office management, administrative support to the department head and professional staff; programmatic record keeping and reporting; and performance and/or coordination of specialized program functions. The work involves exercising considerable judgment and discretion relative to the interpretation and application of administrative policies and procedures, and in the development of operating systems and procedures. This position works under the general supervision of the Transit General Manager.

Examples of Duties and Responsibilities:

Gather, organize, and report administrative data, operational information and/or statistical data. Oversee the final preparation and distribution of materials. Assist professionals/paraprofessionals in the preparation of comprehensive reports.

Perform specialized program activities such as the Unlimited Ride Passes, or other types of application processes. Provide information and assistance to program participants. Coordinate complex commission, committee, and/or board activities. Perform technical review and evaluation of program documents. Research and perform other tasks in connection with special projects. Organize contracts and processes; draft contracts for review and signature.

Oversee and implement office clerical and administrative operations and procedures. Monitor activities and make modifications as needed. Train others in procedures.

Perform and/or coordinate all administrative and clerical activities including purchasing, payroll, recordkeeping, information dissemination, personnel processing and recordkeeping. Act as unit records manager maintaining confidential and personnel records and coordinate the departments' drug and alcohol testing program.

Coordinate the processing of materials for the Common Council, Board of Estimates, Attorneys Office and other entities.

Provide information and assistance to the public and other staff relative to transit operations, policies and procedures.

Set up meetings, take minutes and perform related support functions.

Review, edit and/or prepare letters, confidential and legal materials, memos and reports using computerized word processing techniques. Update mailing and other listings, reference

materials, policy and procedure materials and ordinances, and related statutes and regulations.

Establish and maintain standard office filing systems and procedures.

Perform related work as required.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Thorough knowledge of administrative office practices and procedures. Knowledge of English composition, correct punctuation, spelling, grammatical usage and acceptable business letter and report formats. Knowledge of basic business math and basic accounting and budgeting practices. Ability to prepare finished letters, memorandums and reports from rough draft, outline or original composition. Ability to develop operating systems and procedures. Ability to carry out administrative details efficiently and independently. Ability to set priorities, and to schedule and distribute work. Ability to make decisions in accordance within policy constraints and to interpret complex department, City, or funding source policies to the general public, the business community, or other special interest groups. Ability to collect, analyze and summarize and report data. Ability to type at a net speed of 60 wpm with 12 or less errors. Ability to accurately proofread. Ability to set up, maintain and utilize filing systems. Ability to effectively convey information regarding departmental programs. Ability to maintain effective working relationships with co-workers and the general public. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

Training and Experience:

Three years of responsible clerical support experience that included significant secretarial and administrative responsibilities involving complex clerical and administrative and/or accounting systems and procedures. Such experience will normally be attained after graduation from high school supplemented by secretarial, clerical or business and/or accounting courses taken either during high school or after graduation. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Department/Division	Comp. Group	Range
Transportation/Madison Metro	43	12

Approved: _____
Brad Wirtz
Human Resources Director

Date