

OPEN TO ALL QUALIFIED APPLICANTS
RECEPTIONIST (50%)*
DEPARTMENT OF PLANNING AND COMMUNITY AND ECONOMIC DEVELOPMENT

NO CITY OF MADISON RESIDENCY IS REQUIRED FOR THIS POSITION

SALARY: \$1,212.50 monthly (50% salary quoted)

GENERAL RESPONSIBILITIES: This is varied and responsible public customer service work as the receptionist for the Department of Planning and Community and Economic Development. This position also performs a variety of general clerical functions for the Department including the Office of the Director, Community and Economic Development Division, Neighborhood Preservation and Inspection Division, and Planning Division. The work involves close attention to detail and frequent phone and personal interaction with the public. Work is initially performed under supervision, but will become more independent as procedures are learned.

EXAMPLES OF DUTIES AND RESPONSIBILITIES: Serve as the receptionist for the department. Respond to inquiries in person or by phone. Provide information to the public and refer inquiries to appropriate individuals or other agencies as necessary. Type correspondence, reports, forms, and other materials utilizing word processing and other computer software. Assist customers in looking up site plans, etc., on the computer through the browser/imaging system. Collect appropriate fees for copies. Assist in the compilation and distribution of various committee/commission packets. Maintain schedule of all department conference rooms. Perform a variety of clerical functions including data entry, typing, mailings, filing, photocopying, scanning, etc. Process and distribute all incoming mail. Perform related duties as required.

MINIMUM QUALIFICATIONS REQUIRED AT TIME OF APPLICATION

KNOWLEDGES, SKILLS AND ABILITIES: Knowledge of standard office procedures, methods and equipment, to include fax machines, printers, switchboard, copier, etc. Ability to maintain a high level of public contact and to effectively communicate information in a clear, concise and tactful manner. Ability to serve as the first level of customer contact and problem resolution, and to effectively refer inquiries. Ability to effectively use computers to include word processing, spreadsheet and database software. Ability to work independently and without direct supervision once procedures are learned. Ability to communicate effectively, both orally and in writing. Ability to perform routine clerical and reception work. Ability to work independently and to provide proceduralized information. Ability to perform detail-oriented tasks with frequent interruptions. Ability to index and alphabetize accurately. Ability to make routine mathematical calculations. Ability to follow oral and written directions. Ability to develop and maintain effective working relationships. Ability to type at a speed of 40 wpm net with 10 or less errors. Ability to maintain adequate attendance.

TRAINING AND EXPERIENCE: Graduation from an approved high school or equivalent, supplemented by courses in keyboarding. Other combinations of training 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.

APPLICATIONS: Are available at the City Human Resources Department, 210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703; (608) 266-6500; FAX (608) 267-1115; TTY/Textnet (866) 704-2340; www.cityofmadison.com/employment/employmentListings.cfm. Resumés received without formal application will not be considered. Applications will be accepted until 4:30 p.m. on October 12, 2007.

Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal law. Persons needing assistance with examinations should contact the City of Madison Occupational Accommodations Specialist at (608) 267-1156.

***PAYROLL TITLE:** Clerk Typist

REPRESENTATION: Local 60

CERT 2007459.DOC; JFC 6G; COMP GROUP 20; RANGE 03; PCN 611; DEPT #21; 09/28/2007; SD:13

IN ACCORDANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF 1986, THE CITY OF MADISON WILL HIRE ONLY UNITED STATES CITIZENS AND ALIENS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. ALL APPLICANTS OFFERED A CITY OF MADISON POSITION WILL BE REQUIRED TO PERSONALLY PRESENT DOCUMENTATION, BOTH TO IDENTIFY THEMSELVES AND TO PROVE THAT THEY ARE ELIGIBLE FOR EMPLOYMENT IN THE UNITED STATES (NOTE - THIS ALSO APPLIES TO U.S. CITIZENS). THIS MUST BE DONE BEFORE EMPLOYMENT BEGINS. FURTHER INFORMATION CAN BE OBTAINED FROM THE HUMAN RESOURCES DEPARTMENT. THIS INFORMATION WILL BE KEPT CONFIDENTIALLY, IN A SEPARATE FILE, IN THE HUMAN RESOURCES DEPARTMENT.