

City of Madison Position Description

1. Name of Employee (or "vacant")

Vacant

Work Phone: (608) 266-4910

2. Class Title

Administrative Clerk 1

3. Working Title (if any)

4. Name and Class of First-Line Supervisor

Norman D. Davis, Department of Civil Rights Director

5. Department, Division and Section

Department of Civil Rights

6. Work Address

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

7. Regular Daily Hours of Work

8AM – 4:30PM

8. Date of Hire in this Position

Vacant

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

Vacant

10. Position Summary

This is the agency front desk position. In addition to meeting and greeting the public and directing telephone calls, the employee answers general questions and provides clerical support to the Department.

This is responsible administrative and clerical work within the Department of Civil Rights in the implementation and coordination of specific office functions necessitating judgment, discretion, and initiative of the application of City policies, procedures, and processes.

This position is responsible for staffing the Affirmative Action Commission and Disability Rights Commission which includes: creating agendas, drafting minutes, and providing general support to the commissions.

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

45% A. Receptionist

1. Answer phone calls, greet and assist patrons, respond to inquiries, provide appropriate referrals to agency staff, to other City departments, State of Wisconsin, community-based organizations, and the federal government
2. Process, review and distribute incoming mail and other communications
3. Departmental duties as assigned

10% B. Assist the Affirmative Action Division

1. Process Targeted Business Enterprise mailings, and other large mailings, as requested
2. Contract routing
3. Review documentation and enter data for City contracts

10% C. Assist the Equal Opportunities Division

1. Distribute complaint packets, attorney referral lists, or other community resources as requested by staff or community members
2. Provide intake services to individuals filing complaints

10% D. Staff Affirmative Action Commission and Disability Rights Commission

1. Schedule Commission meetings and record minutes
2. Create agendas, enter minutes, and maintain legislative files in Legistar

10% E. Participate in purchasing, payroll, and Human Resources activities

1. Enter payroll data into City's MUNIS accounting system
2. Maintain office supplies and gather requests from staff
3. Order supplies through appropriate vendors
4. Process requisitions and new positions in the City's Neogov hiring system

10% F. Miscellaneous duties including, but not limited to, maintaining copiers with paper, toner and service calls, submitting maintenance requests for the Department, copy, scan and index materials, routine filing, collecting fees for open records requests, and public relations work

1. Provide prompt, courteous, and knowledgeable assistance to patrons
2. Maintain departmental referral lists
3. Maintain department contact list
4. Maintain department resource list
5. Maintain front desk process manual
6. Maintain department bulletin boards

5% G. Assist the Department of Civil Rights Director with scheduling meetings and other duties, as assigned

12. Primary knowledge, skills and abilities required:

In-depth knowledge of relevant office technology and equipment implementation. Knowledge of appropriate telephone techniques and etiquette. Ability to ensure high-level customer service. Ability to follow Robert's Rules, City Ordinances, and City policies. Knowledge of general clerical and administrative procedures and methods. Ability to communicate effectively, both orally and in writing. Ability to provide information in a clear, concise and tactful manner. Ability to deal effectively with individuals from a variety of diverse backgrounds. Ability to perform detail-oriented tasks with frequent interruptions. Ability to effectively serve as the first level of customer contact and to answer and/or refer inquiries. Ability to follow oral and written directions. Ability to maintain clerical records and prepare routine reports. Ability to utilize word processing, spreadsheet and data management software. Ability to efficiently perform a large amount of data input. Ability to develop and maintain effective working relationships in a team environment. Ability to maintain adequate attendance. Ability to carry out assigned tasks independently in a timely manner. Ability to type at least 40 wpm with 10 or less errors. Ability to organize relevant materials in either alphabetic or numeric order.

13. Special Tools and Equipment Required

None.

14. Required Licenses and/or Registration

None.

15. Physical Requirements

Ability to lift up to 10 pounds.

16. Supervision Received (Level and Type)

Employee should be self-directed consulting with supervisor for prioritizing of work and clarification of instructions.

Direct supervision by the Department of Civil Rights Director.

17. Leadership Responsibilities

This position has no leadership responsibility.

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).

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.