

## SECRETARY 1

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible secretarial and administrative support work. Employees in this class exercise judgment and discretion in the performance of a variety of activities requiring interpretation and/or application of policy. Secretary 1s often serve as the first level of review and resolution on correspondence and personal contact, and independently gather information, draft routine correspondence, or take other action to assist managers in the most effective utilization of their time by relieving them of administrative detail. Work at this level may involve leadership responsibilities in coordinating the completion of assignments. Secretary 1s typically work under the general supervision of a department or division head.

#### Examples of Duties and Responsibilities:

Respond to a variety of in-person, e-mail, and telephone inquiries by providing or obtaining information, making appropriate referrals, explaining routine department and City procedures, and receiving or relaying messages.

Compile numerical data, maintain records, and prepare reports; verify computer printouts and update listings.

Purchase supplies and materials for department use.

Provide routine assistance in the collection and organization of budget data as directed. Prepare budget documents in final typed form for submission. Ensure mathematical accuracy of all calculations on budget document.

Set up, review, audit and maintain the work unit filing systems (computerized and/or manual). Maintain the Department/Division head's personal files.

Receive incoming correspondence. Route it to appropriate staff for reply and follow-up on responses.

Prepare routine letters, email correspondence and reports. Prepare independent responses to inquiries on routine matters.

Review, correct, revise, edit and/or type letters and other materials from manual or machine dictation, rough drafts and longhand materials. Update mailing and other listings, reference materials, policy and procedures materials, and ordinance and related statutes and regulations.

Prepare meeting agenda materials and enter agenda and minutes in the City's electronic system (Legistar).

Maintain routine office financial and budget records, and report status to supervisors.

Arrange meetings, conferences and hearings for the Department/Division head and staff. Make physical arrangements (e.g., room, travel, equipment, meals, etc.). Notify attendees and prepare and distribute materials for their use. Prepare and/or coordinate the preparation of agendas.

Attend meetings or conferences and make detailed records of proceedings. Provide summary minutes or verbatim transcription as necessary.

Prepare and/or coordinate department payroll and personnel records; compute payroll adjustments as required; process necessary payroll and personnel materials (such as Certification Hiring Requests, evaluations, training requests, etc.).

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of office practices and procedures; Thorough knowledge of English composition, correct punctuation, spelling, grammar, acceptable business letter and report formats and basic math. Working knowledge of office computer programs (e.g. Microsoft Office Suite). Ability to prepare finished letters, memoranda, and reports from rough draft, outline or original composition. Ability to carry out administrative details efficiently and independently; ability to set priorities and to schedule and distribute work as required. Ability to compose routine correspondence. Ability to interpret departmental policies, procedures, and regulations. Ability to communicate effectively both orally and in writing. Ability to collect, organize, and summarize data as directed. Ability to accurately proofread. Ability to set up, maintain and utilize filing systems. Ability to maintain effective working relationships with managers, co-workers and the general public. Ability to maintain adequate attendance.

### NOTE:

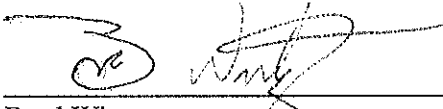
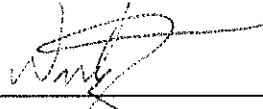
- Position requirements relative to the ability to take and transcribe dictation will be determined (based on job duties assigned) at the time of recruitment.
- Job-related typing requirements will be established on a position-by-position basis (at the time of recruitment) with a minimum requirement of 30 wpm net with 5 or less errors.

### Training and Experience:

Two years of experience in responsible clerical work that included secretarial and administrative responsibilities. Such experience would normally be gained after graduation from high school supplemented by secretarial, clerical or business courses. 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 these positions will also be considered.

Department/Division	Comp. Group	Range
	17/20	10

Approved:   1/20/09  
Brad Wirtz  
Human Resources Director Date

## **TRANSIT OPERATIONS SUPERVISOR**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible supervisory work involving the monitoring and direction of the daily activities of Madison Metro transit and paratransit bus operators and the provision of guidance and assistance as it relates to the handling of emergency or problem situations encountered by operators on the road. Employees in this class are responsible for maintaining the smooth operation of all operator-related activities through the use of radios, computers, and personal observations. In addition, employees in this class are responsible for modeling and ensuring a customer focused approach to providing transit service. Supervision is received from the Transit Operations Manager and the work is reviewed through daily reports of activities.

#### Examples of Duties and Responsibilities:

Monitor the daily operation of the transit and paratransit system primarily as it relates to operator activities. Dispatch personnel and buses, applying the union contract when assigning work. Observe operator performance relative to safe operation, and adherence to schedules and established department procedures. Take appropriate disciplinary actions when necessary, up to and including suspension pending an investigation.

Supervise the complete activities of the operations department at night, on weekends or in the early morning. Make all decisions necessary to keep buses on time and servicing the public in a safe and courteous manner.

Utilize radio communications to direct bus operations in critical or non-normal situations, coordinate responses to driver or other types of emergency services, coordinate repair calls, work with police to find lost persons or criminals, handle student discipline problems, and perform related coordination and/or assistance.

Communicate with operators, supervisors, maintenance crews, 911 dispatchers, and the police and fire departments relative to equipment failures, service disruptions and delays, accidents, road hazards, acts of vandalism, assaults on operators or passengers, and all other events or circumstances which impede safe and efficient operations. Dispatch supervisors, maintenance crews, wreckers, and/or substitute buses and/or operators.

Direct the establishment of emergency detours for buses due to unanticipated and emergency situations. Request extra service for special events and schedule service changes. Monitor school service at points of heavy loading, and assist in loading of buses at schools.

Direct bus service at special events. Set up and take down bus stops for special events.

Interview part and full-time applicants for hiring. Design and implement a complete training program for part and full-time operators and for supervisors who have not received complete

equipment and driver training prior to becoming full-time supervisors. Provide coaching and mentoring to operators relative to customer service skills.

Handle first step grievances involving the operations department activities.

Conduct accident and injury investigations, develop and implement health and safety procedures to prevent accidents and injuries in the workplace. Train operators on techniques for maintaining a safe environment on the bus, at stops and at the transfer points.

Investigate accidents or complaints, obtain relevant information and submit a complete report regarding each incident. Monitor and resolve complaints, compliments, and suggestions from the public and operations. Work with insurance companies, attorneys, and the public to resolve claims against Metro.

Investigate all disturbances on buses.

Submit daily reports with regard to delays, detours, accidents, and incidents

Generate computer reports including weekly payroll work sheets, daily bus assignment sheets, daily driver status time sheets, daily route/run sheets, weekly extra board seniority sheets, daily check-in/check-out sheets, and daily work assignments for extra board operators.

Monitor service provided by sub-contracted transportation agencies. Communicate with appropriate management personnel of those agencies. Resolve paratransit service or scheduling issues. Serve as liaison to supplemental service providers, work with agencies assisting disabled clients. Handle customer feedback. Provide general information regarding paratransit service.

Use scheduling computer to schedule paratransit rides, collect/report information on new clients, prepare schedules, modify existing schedules, record and evaluate data relative to scheduling as needed.

Review new applications and recertification to determine eligibility for paratransit service. Answer client questions regarding applications and recertification process. Prepare recommended determination letters including information regarding alternative service and application of ADA relative to paratransit service.

Serve on committees involved in the negotiation of work rules which clarify contract language. Apply the union contract when assigning work.

Represent the operations department on internal and external committees involving such matters as City Special Events, EAP, Affirmative Action, Quality Improvement, Health and Safety, labor-management issues, etc.

Operate Madison Metro vehicles, including buses and paratransit buses, as necessary.

Perform related work as required and assigned by the Transit Operations Manager.

Perform related work as required and assigned by the Transit Operations Manager.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Working knowledge of supervisory principles, practices, and techniques. Knowledge of dispatching and scheduling practices, techniques and principles. Knowledge of microcomputer operations. Ability to use computerized transit information and scheduling systems and general business software (e.g. e-mail, word processing, spreadsheet and database applications). Ability to supervise the work of others and to effectively discipline subordinate staff. Ability to communicate effectively both orally and in writing. Ability to speak clearly, accurately and calmly. Ability to use of radio communication systems and equipment. Ability to establish and maintain effective working and public relationships. Ability to understand, interpret, and apply contractual provisions. Ability to prepare accurate and concise reports. Ability to respond calmly and effectively during emergency situations. Ability to maintain adequate attendance.

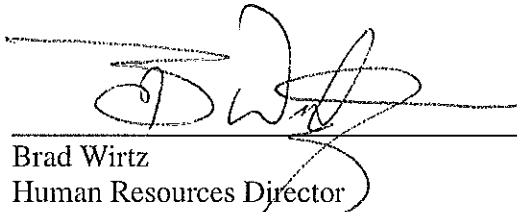
Training and Experience:

One year of leadworker or supervisory experience in a transportation or closely related activity involving the monitoring, guiding, and scheduling of large numbers of subordinate staff. Such experience would normally be gained after graduation from high school or equivalent and completion of two years of vocational or college training including supervisory training and computer courses. Experience as a bus driver or equivalent may be substituted for up to one year of the post high school training. Other combination of training and/or experience which can be demonstrated to result in possession of the knowledges, skills, and abilities necessary to perform the work will also be considered.

Necessary Special Qualifications:

Possession of a valid Class B Commercial Driver's License with a P endorsement and without an air brake restriction.

Department/Division	Comp. Group	Range
Metro Transit	44	08

Approved:  1/20/09  
Brad Wirtz  
Human Resources Director Date