

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Karen Thompson

Work Phone: 608-266-4720

2. Class Title (i.e. payroll title):

Administrative Clerk 1

3. Working Title (if any):

Forest Hill Cemetery Office Manager

4. Name & Class of First-Line Supervisor:

Laura Bauer, 18-8

Work Phone: 608-266-6164

5. Department, Division & Section:

Department of Public Works, Parks Division, Forest Hill Cemetery

6. Work Address:

1 Speedway Rd., Madison WI 53705

7. Hours/Week: 32

Start time: 8:15am End time: 3:00pm

8. Date of hire in this position:

1/3/2008

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

Upon former Cemetery Manager's retirement on January 23rd, 2014.

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10. Position Summary:

This is responsible administrative and specialized work in the implementation and coordination of the Municipal Cemetery and Mausoleum. This position necessitates judgment, discretion, and initiative in the interpretation and application of the program policies, procedures, and processes. The work involves performing and overseeing record keeping and reporting, as well as public relations for the cemetery, and other administrative tasks as necessary. This work is characterized by independent judgment and discretion in the interpretation and application of policies. The employee in this position reports to a Parks General Supervisor.

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

- 60% A. Provide general Administrative and Clerical support
1. Maintain records of individual sites, family plots, mausoleum niches, crypts, and memorial spaces.
 2. Verify plot/niche/crypt locations.

3. Calculate charges, prepare billings, and collect payments for cemetery plots, mausoleum niches, and cemetery services.
4. Initiate and/or authorize purchase agreements, quitclaim deeds, mausoleum purchase agreements, interments, disinterments, and ceremonies.
5. Oversee recording of sales on lot cards, prepare deeds and maintain files.
6. Schedule installation of markers.
7. Schedule funeral services.
8. Prepare financial and time reports.
9. Prepare deposits and arrange for conveyance of deposits to City Clerk's Office.
10. Prepare monthly and yearly financial reports.
11. Perform all related work as required.

40% B. Provide responsive and compassionate customer service

1. Assist and serve as the first point of contact for cemetery visitors, families, and funeral directors in person, on the phone, and via email. Handle bereaved, irate, irrational, and/or disoriented individuals with tact and discretion. Exercise personal judgment and initiative in resolving conflicts.
2. Assist with identification of graves using computer software, maps of cemetery plots, and field verification.
3. Provide and explain price quotes using current Forest Hill Cemetery rate tables.
4. Explain rules and regulations.
5. Provide funeral escort and assistance at burial site
6. Carry on-call mobile phone on a rotating weekend schedule, respond to emergency calls, and coordinate call-in of staff to accommodate necessary weekend services.
7. Receive and route complaints and work requests from cemetery visitors
8. Prepare necessary business correspondence.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of office administrative methods, practices, and equipment, including the relevant use of computers for word processing, spreadsheet, and database management. Working knowledge of English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats. Ability to prepare finished letters, memorandums and reports from rough draft, outline, or original composition. Ability to gather, organize, review, and report information. Ability to learn technical and administrative program requirements and procedures. Ability to carry out administrative details efficiently and independently and meet deadlines. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to prepare basic financial and statistical reports. Ability to make decisions within policy constraints and to interpret complex department, City, or funding source policies to the general public and special interest groups. Ability to perform mathematical calculations and maintain accounting records. Ability to maintain effective working relationships with employees, managers, program participants, and the public. Ability to communicate effectively both orally and in writing. Ability to maintain adequate attendance.

13. Special tools and equipment required:

Typing requirements will be established at the time of recruitment not to exceed a net speed of 30 words per minute with 5 or less errors.

14. Required licenses and/or registration:

Notary Public

15. Physical requirements:

Employees will be expected to spend a majority of time sitting while operating a desktop computer and telephone, and while assisting customers in the cemetery office. Employees will be expected to operate a motor vehicle and to access gravesites in all weather conditions.

16. Supervision received (level and type):

Parks General Supervisor - general

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).

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.

