

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Vacant
Work Phone: 243-0478
2. Class Title (i.e. payroll title):
Program Assistant 1 - Library
3. Working Title (if any):
Visitor Services Specialist
4. Name & Class of First-Line Supervisor:
Mark Benno; 18/12
Work Phone: 608-266-9632
5. Department, Division & Section:
Library, Facilities
6. Work Address:
201 W. Mifflin St.
7. Hours/Week: 38.75
Start time: 8:15 a.m. End time: 5:00 p.m. (schedule will vary depending on events)
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible administrative and programmatic work. The work involves all aspects of visitor services, building rentals, caterers, bar service, and other vendors associated with rental events. The work includes servicing as weekend operations manager providing administrative support, program coordination of services, as well as serving as a resource to the public, staff, and volunteers. The position will assist the Administrative Clerk and other staff. The position may oversee the activities of hourly staff. The position will work closely with the public, vendors, renters, and must be able to communicate in a positive manner while still requiring that visitors and rental clients follow appropriate Library policies and procedures.

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

- 75% A. Manage facility rentals
1. Provide tours to potential renters
 2. Act as liaison with caterers and other vendors
 3. Inform the public about facility rental fees and policies
 4. Create event layouts and detailed timelines

- 5. Direct Maintenance staff on event set up and clean up
 - 6. Manage events
- 20% B. Provide administrative office support
- 1. Answer and respond to phone and email queries
 - 2. Assist other staff in various functions as time allows
 - 3. Train and direct interns, event aides, and volunteers
 - 4.
 - 5.
- 5% C. Keep up with event social media
- 1. Work with Library marketing staff as needed to promote Library events
 - 2.
 - 3.
 - 4.
 - 5.
- % D.
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
- % E.
- 1.
 - 2.
 - 3.
 - 4.
 - 5.

12. Primary knowledge, skills and abilities required:

Working knowledge of customer services methods and practices. Working knowledge of event planning and oversight practices. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to communicate appropriately and clearly verbally and in writing. Ability to make decisions within Library policy constraints and to interpret policies to the general public. Ability to maintain effective working relationships with public, staff, managers, other groups and agencies, and program participants. Ability to work with diverse clientele. Ability to provide excellent customer service and convey negative information in a positive, friendly manner. Ability to gather, organize, review, and report information on rental and event activities. Ability to produce documentation as requested by managers. Ability to learn technical and administrative program requirements and procedures. Ability to carry out assigned tasks efficiently and independently and to meet deadlines.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

This position requires the incumbent to be mobile and involves a lot of walking in meeting with potential renters, vendors, assisting groups, giving tours, etc. May need to assist with moving tables, chairs, and other room set-up items. The position requires reaching, bending, and lifting up to 50 pounds.

16. Supervision received (level and type):

General - work reviewed for overall results

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

1/19/17

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.