

## CITY OF MADISON POSITION DESCRIPTION

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

Andrea Miller

Work Phone: (608)261-4009

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

Administrative Clerk II

3. Working Title (if any):

None

4. Name & Class of First-Line Supervisor:

Jeff Boyd, M.T. Business Manager, 18-10

Work Phone: (608)261-4012

5. Department, Division & Section:

Monona Terrace Community & Convention Center

6. Work Address:

One John Nolen Drive  
Madison, WI 53703

7. Hours/Week: 77.5

Start time: 8:00 am      End time: 4:30 pm (approx. 8 to 5)

8. Date of hire in this position:

9/4/2001

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

9/4/2001

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10. Position Summary:

The position entails highly responsible administrative and clerical work which involves responsibility for one or more complete work functions of an office or department. The work involves routine clerical and bookkeeping work involving the application of established policies and procedures with great attention to detail. It includes maintaining accounts receivable, billing and reconciliation, responding to routine inquiries from other staff, providing clerical support services, maintaining files, researching and gathering information. The work requires a high level of customer service including frequent contact with clients and the public. Perform related work as assigned.

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

50% A. Billing and Accounts Receivable

1. Compute room rental charges and discounts using a prescribed format. Invoice events and other services using specialized event management software, following ~~established procedures and processes~~, continually developing new procedures and processes to improve both product and efficiencies as software capabilities evolve.
2. Post and reconcile deposits and payments from a variety of sources, including the online payment portal. Prepare accounts receivable reports, follow up on past due accounts and recommend collection efforts.
3. Enter deposit data in City Tyler Cashiering system and prepare deposits for transmittal to City Finance.
4. Enter data in refund account software in preparation for processing refund checks.
5. Process exhibitor/utility service orders and payments. Finalize and process orders submitted via MT website. Prepare order reports for Event Services and A/V Techs.
6. Monitor and post web orders for Wireless Internet.

10% B. Reporting and Analysis

1. Develop financial and statistical reports including collection of data and analysis.
2. Maintain financial files and records.
3. Provide analysis of client/event issues and billing issues
4. Serve as reporting resource for other departments regarding billing and accounts receivable and the pre-event and post-event requirements of the billing office.

10% C. Policies and Procedures

1. Develop, implement, document and monitor general business office operating policies and procedures.
2. Maintain database records.
3. Monitor WI State Sales & Use Tax compliance.

10% D. Document Creation, Maintenance and Editing

1. Guidebooks – for permanent and hourly staff, and interns
2. Employee Award Certificates
3. ~~MT Org Chart with staff photographs~~ Assist staff with editing of published documents, reports and forms
4. Exhibitor/Utility Service Order forms
5. Training materials for Business Office and other staff use
6. Assist in maintaining the Exhibitor web portal and forms on the website.

10% E. USI Support Team

1. Collaborate with team members to troubleshoot issues and errors within the Event Business Management Software.
2. Development and implementation of new procedures resulting from software upgrades.
3. Training and assisting staff with new procedures in USI

5% F. Human Resources

1. Assist in payroll processing
2. Assist with Human Resource functions including the preparation of paperwork and maintenance of database and recruitment files and records.
3. Develop and maintain Employee Training and Development Reports
4. ~~Maintain and monitor compliance records for mandatory Prohibited Workplace Harassment Training. Schedule new employees for training.~~

5% G. Other Duties

1. Other duties and special projects as assigned.
2. Assist staff and trouble-shoot multi-function copier problems
3. Committee participation

4. Staff training (USI, sliding scale discount, sales tax compliance, service desk attendant's procedures)
5. Sharepoint Site Owner – Development and administration of MT Intranet site
6. Procurement and management of wireless credit card terminals, including training and monitoring of secure use by Community Relations, Gift Shop and trade show service desk attendants.
5. ~~Troubleshoot reporting issues and errors within the Event Business Management Software~~

12. Primary knowledge, skills and abilities required:

Considerable knowledge of general office administrative methods, practices and equipment; ability to develop financial and statistical reports; knowledge of basic accounting and bookkeeping practices; ability to assemble and evaluate information and prepare reports; ability to operate office equipment; ability to make decisions within policy constraints and to interpret policy and regulations to others; demonstrated ability to effectively communicate both orally and in writing to both internal and external customers. A high degree of customer service skills are needed to establish effective public and working relationships; ability to perform mathematical computations and to maintain accounting-type records. Knowledge of event process. Ability to utilize word processing, spreadsheet, financial, and specialized software. Ability to maintain adequate attendance.

Three (3) years of experience in office administration and in working with complex clerical and/or accounting procedures. Such experience would normally be gained after graduation from an approved high school supplemented by business and/or accounting 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 this position will also be considered.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

16. Supervision received (level and type):

General supervision from Associate Director

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).

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SUPERVISOR

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DATE

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