

## CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 261-4000

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

Command Center Worker (Hourly)

3. Working Title (if any):

Monona Terrace Command Center Worker

4. Name & Class of First-Line Supervisor:

Connie Thompson  
Operations Manager  
Comp 18, Range 6

Work Phone: 261-4030

5. Department, Division & Section:

Monona Terrace Community & Convention Center

6. Work Address:

1 John Nolen Drive  
Madison, WI 53703

7. Hours/Week: Must be available for first shift, second shift, and occasional third shift work, as well as weekends, and holidays. Hours vary week to week from 0-40 hours per week. Working hours in any given week are not guaranteed.

Start time: Varies      End time: Varies

8. Date of hire in this position:

ASAP

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

This is a new position.

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10. Position Summary:

This is routine work involving the staffing and operations of the Monona Terrace Community and Convention Center's centralized security and monitoring center. The work includes: a) answering internal and external customer questions, taking service requests and dispatching appropriate staff via radio or telephone; b) monitoring and operating computerized building safety and security systems; c) coordinating the receipt, transfer, storage, and retrieval of freight; d) coordination of incoming and outgoing drayage for the building and clients; e) checking in all persons who enter through the back of house areas; f) performing routine clerical functions including computer operations; g) ensuring the east loading dock area is clean and organized. Employees in this position are required to work with limited supervision on various shifts, follow established procedures, act calmly and appropriately in emergencies,

pay close attention to detail, and maintain the security of the facility. The work is performed under the supervision of the Monona Terrace Operations Manager and the direction of the Monona Terrace Assistant Operations Managers.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 30% A. Utilizing telephone and radio communications to relay employee and customer information and requests to the proper staff.
  - 25% B. Monitoring camera surveillance equipment. Admitting and signing in staff, vendors, contractors, and public who enter through back of house areas.
  - 15% C. Coordinating shipping and receiving of freight and materials with the proper events or departments.
  - 10% D. Monitoring and operating the fire life safety system and the door card access system.
  - 10% E. Performing light clerical and record keeping functions. Able to utilize computers and applicable software.
  - 10% F. Monitoring, cleaning, and organizing all equipment and storage items on the East loading dock. Ensuring all trash receptacles are clean and empty, and loading dock floor is clean.

12. Primary knowledge, skills and abilities required:

Working knowledge of basic customer service practices and techniques. Basic knowledge of building security practices and procedures. Basic knowledge of record keeping such as that related to shipping and receiving of freight. Ability to remain calm under variable stress, pressure, and emergency situations. Ability to learn and operate fire life safety monitoring equipment and security surveillance equipment. Ability to transmit and relay information and dispatch staff using voice communication equipment (e.g., telephone, radio, public address system, etc.). Ability to keep basic records, prepare simple reports, and perform routine clerical tasks, both manually and using a computer and applicable software. Ability to make simple mathematical calculations. Ability to deal tactfully with customers, the general public, contractors, vendors, employees, delivery persons, and others using and contacting the facility. Ability to communicate clearly both orally and in writing and to give clear and appropriate direction to others. Ability to pay close attention to detail and to remain alert at all times during work shifts. Ability to follow and deliver both verbal and written instructions in English. Ability to learn and follow Monona Terrace policies and procedures relative to building security; safety; shipping and receiving; and other related areas and to explain them to others in a clear and effective manner. Ability to establish and maintain effective working relationships with staff, customers, and others visiting the facility. Ability to keep Command Center And East Loading Dock areas clean and organized.

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13. Special tools and equipment required:

None

14. Required licenses and/or registration:

Valid Wisconsin driver's license.

15. Physical requirements:

Ability to lift and carry up to 50 pounds.

16. Supervision received (level and type):

Work is performed independently under the general supervision of the Monona Terrace Operations Manager.

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.