

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 608-266-4904

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

Transit Administrative Clerk

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Jessy Stammer, Transit Marketing & Customer Service Manager

Work Phone: 608-266-6545

5. Department, Division & Section:

Metro Transit, Marketing

6. Work Address:

1245 E. Washington Ave, Suite 201

7. Hours/Week: 40

Start time: 6:00 AM End time: 2:30 PM

8. Date of hire in this position:

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

-
10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

Metro Transit is a large agency with many administrative needs. Coordination of these tasks (office equipment, building maintenance, supply ordering, as well as other assigned tasks) benefit the entire agency and ensures smooth service to both internal and external customers.

11. Position Summary:

This is responsible administrative support and customer service work in the implementation and coordination of a variety of office functions necessitating judgment, discretion, and initiative in the interpretation and application of policies, procedures and processes. Employees in this classification may be the first contact for in-person customers and visitors, assist with purchasing, scheduling meetings, preparing meeting materials, coordinating and preparing communications, and performing other administrative tasks. Work is performed under the supervision of the Transit Marketing and Customer Service Manager and work may be performed for various units in the Transit Utility.

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

- 40% A. Coordinate Administrative Tasks
 1. Assemble and distribute mail
 2. Inventory and order office supplies
 3. Manage office equipment
 4. Organize and maintain common areas (conference rooms, mail room, kitchen, etc.)
 5. Organize room reservations, vehicle checkout, and building parking.
 6. Coordinate building maintenance (repairs, cleaning, etc.)
 7. Develop, communicate, clarify, and update administrative policies and procedures
 8. Assist with travel and training reservations

- 40% B. Customer Service
 1. Primary employee to staff front office. Answer customer inquiries, direct employees and visitors, sell fare media and merchandise.
 2. Answer customer service center calls during assigned hours.

- 20% C. Provide Administrative Assistance to Staff.
 1. Assist with mailings, correspondence and other paperwork
 2. Assist with projects such as mailings and scheduling meetings
 3. Assist with HR functions such as coordinating interview materials, and helping to troubleshoot connection issues
 4. Assist with training staff on administrative functions
 5. Other duties as assigned

13. Primary knowledge, skills and abilities required:

Working knowledge of office procedures, methods, and equipment. Working knowledge of and ability to use computer software, point of sale equipment, multiple line telephone, and other equipment applicable to the duties of the position. Working knowledge of word processing and spreadsheet programs. Knowledge of data processing input procedures. Ability to develop, implement and monitor office procedures. Ability to organize and oversee clerical work activities and maintain continuity of service in a multi-shift environment. Ability to work in a fast-paced environment with frequent interruptions. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to interpret rules and policies and make decisions within prescribed policy. Ability to independently perform a delegated office function or assume an area of administrative responsibility. Ability to prepare and disseminate materials and resolve issues in a time-sensitive manner. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the public. Ability to communicate effectively, both orally and in writing. Ability to understand and explain departmental or programmatic requirements. Ability to maintain a high level of difficult public contact, and to effectively communicate programmatic information. Ability to serve as first level of customer contact and problem resolution and to effectively refer inquiries. Ability to work effectively with a diverse group of customers. Ability to maintain adequate attendance.

14. Special tools and equipment required:

None

15. Required licenses and/or registration:

None

16. Physical requirements:

This position is primarily sedentary in an office setting. The employee will need to sit/stand for long period of time looking at a computer. The employee may need to lift supplies to stock supply area up to 20 lbs.

17. Supervision received (level and type):

This employee will receive general supervision from the Transit Marketing & Customer Service Manager both directly and through questions/guidance and review of work product. The employee will be expected to use independent judgment.

18. 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).

19. 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

20. 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

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.