

## CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 266-4771

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

Clerk Typist 1

3. Working Title (if any):

Payment Processing Support

4. Name & Class of First-Line Supervisor:

David Gawenda (City Treasurer—CG21)

Work Phone: 266-4771

5. Department, Division & Section:

City Treasurer

6. Work Address:

210 Martin Luther King Blvd, Room 107

7. Hours/Week: 15 to 20

Start time: 8am End time: noon

8. Date of hire in this position:

ASAP

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

NA

- 
10. Position Summary:

This position is being created to allow the treasurer's office to deal with increase in payments as a result of the Madison Municipal Services Bill moving to a monthly cycle from the previous semiannual billing cycle. The staff member filling this position will be preparing the mailed payments for processing in the office's remittance processor. In addition, during busy periods, this individual will help with answering the phone. Training will also be given on helping correct and balance batches of payments. This individual will also be trained to be able to support the office's tasks related to the parking utility collections.

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

- 60% A. Mail preparation
1. Pick up mail from P.O.
  2. Open Mail
  3. Sort payments into batches ready to process
  - 4.

- 5.
- 20% B. Telephone support
  - 1. Answer phones
  - 2. Respond to routine questions
  - 3.
  - 4.
  - 5.
- 10% C. batch correcting and balancing
  - 1. review processed batches
  - 2. correct any incorrect entries
  - 3. verify that batch balances
  - 4.
  - 5.
- 10% D. parking utility support
  - 1. operate coin counter
  - 2. operate currency counter
  - 3. count incoming parking revenue
  - 4. prepare "bank" for parking ramps
  - 5.
- % E.
  - 1.
  - 2.
  - 3.
  - 4.
  - 5.

12. Primary knowledge, skills and abilities required:

Knowledge of general clerical methods and procedures. Knowledge of relevant office equipment and their implementation. Knowledge of and ability to use computer software applicable to the duties of the position. Ability to alphabetize, index and perform routine mathematical calculations. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to communicate effectively both orally and in writing. Ability to follow written and oral instructions. Ability to perform detail-oriented tasks. Ability to maintain effective working relationships. Ability to understand and explain departmental or programmatic regulations. Ability to maintain a high level of difficult public contact, and to effectively communicate programmatic information. Ability to serve as the first level of client contact and problem resolution and to effectively refer inquiries. Ability to maintain adequate attendance.

13. Special tools and equipment required:

Ability to operate a calculator and/or adding machine.

14. Required licenses and/or registration:

none

15. Physical requirements:

Must be able to lift as much as 50 pounds for short distances.

16. Supervision received (level and type):

Direct supervision will be by the city treasurer.

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.