

## MAYORAL OFFICE CLERK

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible centralized public contact, clerical and administrative support work in staffing the Mayoral reception area and providing information to the general public on behalf of the Mayor and the Mayoral staff. The incumbent has direct involvement in the resolution of a very wide variety of public inquiries, concerns, or complaints regarding City services and staff. The work typically entails providing detailed (or general) information regarding City policies, procedures, and/or operating practices. The employee must exercise considerable judgment and discretion in referring both the general public and work associates to Mayoral representatives as appropriate. The employee in this class also provides general clerical support to the Mayoral staff as necessary. Work is performed under the general supervision of the Mayor's Chief of Staff.

#### Examples of Duties and Responsibilities:

Receive in-person or telephone requests to meet or speak with the Mayor and/or Mayoral staff. Determine the general nature of request and, in cases dealing with public complaints, the applicable City policies, procedures, or operating practices. Note specific concerns, provide either general information from personal knowledge or contact specific operating department representatives for detailed information, and convey information in an effort to effectively resolve concern(s). In situations where concerns cannot be effectively resolved, refer inquiry as appropriate.

Serve as the primary initial point of contact for a wide variety of citizen inquiries and visitors dealing with the Mayor's Office. Make referrals to other governmental agencies or community organizations, as appropriate.

Serve as general Mayoral office receptionist in coordinating the arrival of appointments, facilitating phone contacts, taking and relaying complex phone messages, and maintaining effective internal office communications often requiring developed judgment, tact and discretion.

Perform general clerical tasks such as typing, filing, and copying. Provide general assistance to Mayoral office secretaries. Participate in a variety of ongoing or special clerical or administrative assignments. Serve as back-up to other clerical staff in the office.

Receive incoming mail. Route to appropriate staff for reply. Draft letters such as the Memorial Day letter for veterans or the Eagle Scout letter and coordinate mailing of the letters. Set up and maintain files on all incoming and outgoing correspondence.

Manage City contract process within the Mayor's office, ensuring contracts are routed to the Mayor for signature, appropriately witnessed, tracked in the City's computer tracking system, and then routed to the City Clerk's Office for final filing.

Arrange meetings for department staff. Reserve rooms and/or cars as necessary.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Working knowledge of office terminology and equipment, including computers and telephones. Knowledge of various City departmental policies, procedures and functions. Working knowledge of the services provided by the City of Madison and which organizational units are responsible for their performance. Ability to maintain a high level of public contact, to receive and investigate routine complaints, to understand and explain to others a wide variety of City policies and procedures, and to effectively resolve citizen concerns. Ability to effectively refer inquiries. Ability to relate to a very diverse client group, including irate, irrational, or disoriented individuals. Ability to manage stressful public contacts and defuse potentially hostile situations. Ability to research and explain City of Madison ordinances. Ability to maintain office schedules and files. Ability to perform accurate mathematical calculations. Ability to maintain effective working relationships with staff and the general public. Ability to effectively communicate orally. Ability to maintain adequate attendance

### Training and Experience:

Three years of responsible clerical experience, one year of which must have been in a reception/public contact position that involved substantial complaint resolution responsibility and required a broad range of programmatic knowledge. Such experience would normally be gained after graduation from high school or its equivalent. 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 these positions will also be considered.

### Physical Requirements:

This work is sedentary in nature. The incumbent will be expected to sit for extended periods of time and will be expected to respond to a large number of telephone calls in a day.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Mayor's Office	17	10

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

\_\_\_\_\_ Date