

CITY OF MADISON
POSITION DESCRIPTION

1.	Name of Employee (or "vacant"): Vacant	5.	Department, Division & Section: Water Utility Operations Section	
	Work Phone: 608 261-9971			
2.	Class Title (i.e. payroll title): Administrative Clerk	6.	Work Address: 110 S. Paterson St	
3.	Working Title (if any):			
4.	Name & Class of First-Line Supervisor: John Kaioula – Public Works General Supervisor	7.	Regular daily hours of work:	
	Work Phone: 266-5984		Hours/Week: 38.75 hrs	
			From 7:30 AM	To 3:15 PM
8.	Date of hire in this position:			
9.	From approximately what date has employee performed the work currently assigned:			
10.	Position Summary: Responsible administrative support work in the implementation and coordination of a variety of administrative, secretarial, and program support functions necessitating judgment, discretion, and initiative in the interpretation and application of policies, procedures, and processes. This position performs a wide variety of administrative, secretarial, and program support functions which may include division payroll, creating work orders, office management, secretarial services, record keeping and reporting, purchasing of supplies, establishing conference and training schedules, preparing meeting agendas or minutes, assisting Operations dispatcher, answer customer questions or concerns, or other administrative tasks. Work is performed under the general supervision of the Publics Works General Supervisor and may provide direction and/or supervision to limited numbers of permanent and/or non-permanent staff.			
11.	Time % Functions and Worker Activities: (Do <u>not</u> include duties done on an "Out-of-Class" basis.)			
45%	1. Payroll Related Duties <ul style="list-style-type: none"> a. Process time off slips, record on paper copy. b. Enter Operations Center staff time into the DST system. c. Review time sheets to verify equipment and incremental pay. d. Review Operations Center employee time to verify account number/job order numbers. e. Enter Operations Center employee time into Microsoft Dynamics SL accounting program. 			
35%	2. Provide administrative and clerical support relative to Operations Section. <ul style="list-style-type: none"> a. Create a variety of spreadsheets, timesheets, call-in lists and maintain accurate updates. (Maintenance of wells and reservoirs, Fire extinguishers, Night Crew cleaning duties, Conference or Expo attendance, Safety equipment, and required training). b. Assist in preparation of periodic or special statistical reports. Tabulate and format data as applicable. c. Work with vendors to trouble shoot problems to ensure the good operating condition of office equipment. Purchase office supplies. Perform quarterly maintenance on operations center desktop computers. d. Provide clerical support in the development and creation of Water Utility standard operating procedures. e. Order safety equipment for all employees, give out equipment and maintain spreadsheet as to allocation of operation center safety equipment. f. Scheduling all job interviews for new employees, acceptance and rejection letters, and other related work as required assisting Supervisors in the hiring process. g. Provide back up support relating to security access cards for Operations Center employees. 			

11.	
Time %	Functions and Worker Activities: (Do <u>not</u> include duties done on an "Out-of-Class" basis.)
15%	<p>3. Oversee and implement administrative and clerical functions for all employees of the Water Utility in regards to Safety Training Classes.</p> <p>a. Maintain accident and incident database. Provide summary data for Safety Team review and action.</p> <p>b. Process incident, accident and workers compensation paperwork.</p> <p>c. Arrange safety related trainings for employees. Make physical arrangements (e.g., room, travel, equipment, etc.). Notify attendees and prepare and distribute materials for their use. Maintain training spreadsheets for all safety course records for all employees. Confirm that all employees attended and keep Supervisors updated on who is required to attend each course.</p>
5%	<p>4. Provide backup support to the Dispatcher</p> <p>a. Answer phone calls and solve customer problems/questions or problems from other city agencies.</p> <p>b. Write job orders and dispatch to appropriate employees and enter job order information into the appropriate computer system.</p> <p>c. Enter information from customer complaints into water quality computer system.</p> <p>d. Provide customers with curb keys.</p> <p>e. Provide breaks for dispatcher</p> <p>f. Dispatch staff as needed to solve customer related problems and for emergencies.</p>
12.	<p>Primary knowledge, skills and abilities required:</p> <p>Thorough knowledge of administrative office practices, procedures, and equipment, including the relevant use of computers for word processing, spreadsheet and database management. Knowledge of City policies, regulations, and procedures. Ability to independently perform a delegated office function or assume an area of administrative responsibility. Ability to develop, implement, and monitor office procedures. Ability to make relevant mathematical computations and maintain accounting records. Ability to prepare finished letters, memorandums and reports, including statistical reports, from rough draft, outline or original composition. Ability to gather, organize, review and report information. Ability to use computer applications such as a word processor, spreadsheet, and database program. Ability to carry out administrative details efficiently and independently and to meet deadlines. Ability to use the telephone effectively. Ability to interpret regulations and make decisions within prescribed policy. Ability to establish and maintain effective working relationship with employees, managers, and the public. Ability to operate a radio communication system, analyze customer problems, recommend action and dispatch staff or refer to another city agency. Ability to use computerized maps, work order systems, and enter records into computer programs. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.</p>
13.	Special tools and equipment required: Personal computer; Microsoft Word, Excel; SxD; specialized software such as GTviewer, Accela, and Microsoft Dynamics SL.
14.	Required licenses and/or registration:
15.	Physical requirements: Ability to type at least 40 wpm net with 10 or less errors.
16.	Supervision received (level and type): Work is performed under the general supervision of the General Supervisor and Operations Manager
17.	<p>Leadership Responsibilities:</p> <p>This position:</p> <p><input type="checkbox"/> is responsible for supervisory activities (Supervisory Analysis Form attached).</p> <p><input type="checkbox"/> has no leadership responsibility.</p> <p><input type="checkbox"/> provides general leadership (please provide detail under Function Statement).</p>
18.	<p>Employee Acknowledgment:</p> <p><input type="checkbox"/> I prepared this form and believe that it accurately describes my position.</p> <p><input type="checkbox"/> I have been provided with this description of my assignment by my supervisor.</p> <p><input type="checkbox"/> Other comments (see attached).</p>

Employee's Signature				Date	
19. Supervisor Statement:					
<input type="checkbox"/>		I prepared this form and believe that it accurately describes this position.			
<input type="checkbox"/>		I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.			
<input type="checkbox"/>		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).			
<input type="checkbox"/>		I do <u>not</u> believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).			
<input type="checkbox"/>		Other comments (see attached)			
Supervisor's Signature				Date	
Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615					