BENCHMARKS FOR ADVANCEMENT TO POSITION
OF ADMINISTRATIVE SUPPORT CLERK 2

<u>**General Responsibilities**</u>

This is responsible work performing duties in diverse city agencies with a greater depth of knowledge and competence than at the Administrative Support Clerk 1 level. Independently perform work related to elections administration, records, retention, ambulance billing, licensing, permitting, public inquiries. Research and process confidential information as it relates to voter data, medical records, Social Security number and records. Other examples include: fully performing the work of the Clerk's office during election and license renewal periods, including the ability to independently troubleshoot and problem solve as issues arise; assisting agencies such as Housing in meeting Federal mandates by restructuring filing systems and creating new data collection procedures, familiarity with and the ability to utilize a broad range of agency-specific software.

<u>**Functions and Worker Activities (specific agencies)**</u>

Licensing and Permitting
- Receive and process applications for various licenses and permit (*list specific examples, e.g. bartenders licenses)*
- Street use permits processing and routing
- Receive and process applications for residential parking permits (review forms for accuracy and completeness, check for outstanding parking tickets, explain rules of the program and collect appropriate fees)

Elections Support and Administration
- Train Special Registration Deputies
- Issue absentee ballots by mail and in person
- Assist poll workers opening and closing the polls
- Drive to polling places on Election Day to assist with procedural and other problems
- Receive and examine voting materials from polling chairpersons at the end of Election Day
- Assist the Clerk's Office with campaign finance materials

Treasurer's Office
- Issuance of dog, cat and bike licenses (review applications for completeness and correct information, verify correct fee received.
- Access dog, cat, bike license computer program to enter, delete or update information.
- Prepare documentation for fee input

Mayor's Office
- Review staff mail, in-person/telephone inquiries for urgency; try to resolve inquiries whenever possible; refer as appropriate to Mayor, assistants, other City/County/State/Federal or private agencies. (Requires a broad knowledge of city agencies and staff.)
- Contact with media personnel; maintain high level of confidentiality with regard to <u>hot</u> news items involving city employees, mayor, etc.

Comptroller's Office
- Receive, examine and approve insurance certificates for Risk Management.

8/12/11-Benchmarks to Advancement

- Fill in for Comptroller's Administrative Clerk at front desk. Examples of duties include: review all outgoing checks for accuracy (final check for vendor information, invoice amounts, check stub information, instructions for check action, tax exemption, etc.)
- Open, sort, organize and distribute incoming mail for staff including accounts payable and receivable, payroll, ambulance accounting, purchasing and administrative staff.
- Log contracts in/out via City's contract routing system for both Risk Management and Comptroller's staff; refer to appropriate personnel.

Housing Office
- Dispense appropriate Housing applications explaining rules of the program via in-person/phone contacts; verify completeness and accuracy of returned applications.
- Review applications and mail appropriate forms to landlords, employers, banks, schools to gather client information.
- Access computer to determine client status, eligibility and refer clients to appropriate staff based on their current status.

Miscellaneous
- Initiate special duty contracts for routing and approval (Madison Police Department)
- Ability to perform responsible work requiring exercise of independent judgement and significant knowledge of City functions (particularly in "front desk" positions) in such diverse agencies as Parks, Assessor, Attorney, Building Inspection, Community Services, Civil Rights, Housing, Public Health, Monona Terrace and Traffic Engineering.