

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Carrie L. Gruendemann
Work Phone: 608-267-8765
2. Class Title (i.e. payroll title):
Transit Operations Office Coordinator
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Richard Buss, Transit Operations Manager
Work Phone: 608-266-6594
5. Department, Division & Section:
Metro, Operations Transit
6. Work Address:
1101 E. Washington Avenue
7. Hours/Week: 40
Start time: 6:00 AM End time: 2:00 PM
8. Date of hire in this position:
2001
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible administrative support work in the Operations Unit necessitating judgment, discretion, and initiative in the interpretation and application of processes and procedures. Work is performed under the general supervision of the Transit Operations Manager and provides direct administrative support to the Operations Manager and the three General Operations Supervisors. This position maintains weekly vacation and floating holiday picks, seniority records and spreadsheets, daily workforce status reports, fixed route and Paratransit general pick updates, employee locker assignment and oversight of the Operator and Supervisor uniform program.

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

- 80% A. Operations Unit Support
1. Support Operations Manager and General Operations Supervisors in providing oversight with regard to ongoing office work dynamic, sharing observations on unit morale, reporting of noticed service gaps, procedural irregularities or disruptions in service.
 2. Support Manager and Supervisors via involvement in special projects/assignments.

3. Proactive involvement in maintaining internal procedures, including revisions and additions pursuant to discussion with Operations management.
4. Oversee the uniform program including distribution and accounting functions associated with the program.
5. Maintain and update the weekly vacation and floating holiday pick with daily updates and adjustments.
6. Maintain the Operations unit seniority records and spreadsheets.
7. Maintain the Workforce Status reports daily.
8. Maintain and coordinate the fixed route and Paratransit general pick updates and programming.
9. Prepare interview packets for each of the Metro members on an interview panel and documents each interviewee is required to complete prior to the actual interview.
10. Maintain the employee locker assignment spreadsheet.
11. Recording Secretary for all Operations Unit Hearings & Meetings.
12. Litigation documentation discovery and preparation.

20% B. Clerical Support

1. Data entry into spreadsheets and form letters as needed.
2. Greet/Interact with employees and the general public in-person or over the phone.
3. Research databases and spreadsheets to answer employee questions.
4. Accept, process and/or re-direct requests for information.
5. Respond to a variety of in person, email and over the telephone inquiries/requests to provide or obtain information, retrieve filed material, research data, make appropriate referrals, explain routine department and City procedures, and receive or relay messages in the Operations Unit.
6. Provide direction to light-duty employees assigned to the Operations Unit. Work closely with them to ensure accuracy of assignments.
7. Perform related work as assigned.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of office procedures, methods, and equipment, including the relevant use of computers for word processing, spreadsheet, and database management. Knowledge of data processing input procedures. Ability to organize and oversee clerical work activities. Ability to interpret and make decisions in accordance with ordinances, regulations, departmental protocol and established working procedures. Ability to maintain office records and files in accordance with departmental and unit standards. Ability to work in a fast-paced environment with frequent interruptions. Ability to maintain flexibility with regard to a variety of assignments and contribute to overall functionality and productivity of the unit. Ability to independently perform a delegated office function or assume an area of administrative responsibility. Ability to make relevant mathematical computations and calculations to complete statistical and financial reports. Ability to establish and maintain effective working relationships. Ability to regularly interact with the public and to respond to inquiries in a tactful, courteous and professional manner, modeling positive communication skills to subordinate clerical staff. Ability to provide clear and concise information to the public. Ability with both oral and written communication skills when interacting with a diverse population. Ability to maintain adequate attendance.

13. Special tools and equipment required:

None.

14. Required licenses and/or registration:

15. Physical requirements:

Ability to sit at a computer terminal for extended periods of time.

16. Supervision received (level and type):

General supervision.

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.