

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone: 266-4816
2. Class Title (i.e. payroll title):

Program Assistant 1
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:

Dean Kahl, Forestry Operations Supervisor

Work Phone: 266-4891
5. Department, Division & Section:

Public Works, Parks Division, Forestry Section
6. Work Address:

1402 Wingra Creek Parkway, Madison, WI 53715
7. Hours/Week: 38.75

Start time: 7:00 AM End time: 3:00 PM
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible programmatic work in the implementation and coordination of the forestry section unit of the Parks Division relative to implementing, coordinating and interpreting programmatic policies and procedures and performing administrative tasks in support of the program. The position necessitates considerable judgment and discretion, and initiative in the interpretation and application of the forestry section policies. The work at this level is characterized by responsibility for a wide variety of administrative services for public works contracts, budgetary documentation, personnel, purchasing, payroll, tree assessments, nuisance abatements, gypsy moth, Emerald Ash Borer, work requests and city committees. This work is performed with a high degree of independence and discretion. Under the general supervision of the City Forester or designee, work is normally assigned in terms of program objectives and directives; and employees are responsible for establishing the necessary administrative procedures, methods and controls.

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

- 40% A. Customer Service and Information Dissemination related to the City Forestry Program.
1. Create work orders in Access database for service requests from phone calls, Report-a-Problem, and emails.
 2. Dispatch calls using hand held radio for tree related emergency calls.
 3. Promote "no wrong number" policy that ensures each and every resident and business contact with Forestry Section results in the resident or business being directly connected with the person in City government who can respond to their request.
 4. Confer with property owners and general public regarding tree care and maintenance
 5. Determine tree ownership using maps and GIS documentation.
 6. Gather, organize and report accurately: administrative data, operational information and statistical data.
 7. Disseminate accurate information in a timely manner through appropriate designated channels.
 8. Provide program procedure information to residents and businesses. Refer technical questions to appropriate City staff.
 9. Review and coordinate the updating of information on Forestry Section website with Parks Division PIO to ensure information is accurate and up to date.
 10. Answer public questions regarding the forestry special charge.
 11. Interface with tree contractors and landscapers regarding City licensing for tree work and application of pesticides on public lands.
 12. Assist with the Legacy Tree Program.
 13. Receive, record and interface with Building Inspection staff regarding private tree complaints.
- 20% B. Provide general administrative assistance
1. Scan, copy, and file documents
 2. Maintain accurate personnel records: emergency contact information, training attendance, over time offers, and address changes.
 3. Distribute and post administrative notices in a timely manner.
 4. Coordinate the maintenance of multi-functioning devices within the facility.
 5. Research, calculate and prepare accurate billing for tree damages on a monthly basis.
 6. Reconcile purchase card transactions on a monthly basis to proper budget accounts.
 7. Procure and maintain office and paper supplies for Parks Operations.
 8. Maintain and disseminate Parks Division and forestry section radio call numbers list to Parks Division staff.
 9. Assist with the maintenance of various databases to ensure they are accurate and up to date including: projects, contracts, planting routes, Diggers Hotline, tree inventory, forestry vehicles, street tree work permits and log auction.
 10. Assist in preparation of periodic or specials statistical reports. Research information from historical records, files and/or operational reports. Tabulate and format data as applicable
 11. Assist with procuring bids for purchases.
 12. Coordinate and receive deliveries for the Goodman facility.
- 15% C. Provide support for City Forester for city committees
1. Prepare, coordinate and schedule: meetings, agendas, accurate minutes for Habitat Stewardship Committee and enter agendas and minutes into Legistar.
 2. Calculate, coordinate and prepare accurate street tree assessments and reports for Board of Public Works.
 3. Attend City and Forestry meetings and prepare accurate minutes.
 4. Prepare nuisance abatement documentation for Board of Parks Commission

- 15% D. Coordinate and provide support for tree insect and disease programs
1. Assist with the gypsy moth program: record complaint calls, gather information from DNR and Dane County Extension regarding gypsy moth complaints, prepare landowner notification letters regarding treatment, receive and file objections
 2. Record complaint calls and prepare nuisance abatement letters for City Foresters signature. Verify all required documents are in place prior to letters are sent.
 3. Assist with Emerald Ash Borer program: maintain ash treatment database and prepare treatment address lists and routes.
- 10% E. Assist and coordinate with job recruitments for both parks operations and forestry
1. Communicate with applicants and schedule interviews
 2. Enter accurate information into NEO.GOV
 3. Meet with new hires and process employment paperwork. File and update hiring records.
 4. Prepare new employee orientation packets
 5. Other duties as assigned

12. Primary knowledge, skills and abilities required:

Working knowledge of office procedures, methods, and equipment. Working knowledge of and ability to use computer software applicable to the duties of the position, including word processing, spreadsheet, Access Database, and GIS mapping. Knowledge of financial & operations record keeping principles & practices. Knowledge of Forestry work processes, general tree care and maintenance needs, and tree pest issues. Ability to use two-way radio equipment. Knowledge of departmental policies, procedures and functions, and related City services. Ability to make accurate mathematical calculations & comparisons; Ability to understand diagrams, plans, charts and maps. Ability to create/edit documents and create/edit map markups. Ability to perform detail-oriented tasks. Ability to understand and explain Forestry Section policies, procedures and Madison General Ordinances. Ability to maintain a high level of difficult public contact and to effectively communicate service information. Ability to serve as the first level of client contact and problem resolution and to effectively refer inquiries. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

Work is performed in an office environment using standard office equipment such as a computer, phone, copier, etc. The incumbent will also be expected to use and operate a 2-way radio system.

16. Supervision received (level and type):

Reports to Forestry Operations Supervisor

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.